

OPITZ CONSULTING

OPITZ CONSULTING is a leading IT service provider for digital transformation, custom software development, and cloud solutions. For over 30 years, the company has supported clients across industries in tackling complex IT challenges and making their business processes fit for the future. With more than 400 experts across multiple locations in Germany and Poland, OPITZ CONSULTING delivers end-to-end solutions from a single source — from strategy and implementation through to operations.

Industry:
IT Consulting

Number of Employees:
465

Operating System:
Windows 75% / Mac 25%

Endpoints on ABR:
465

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The Challenge

Permanent admin rights had become the default at OPITZ CONSULTING. Internal security and regulatory requirements were increasing, the company's ISO certification was being progressively extended to cover the entire organization, and clients in critical infrastructure had their own security expectations on top of all that.

The workforce was also varied. Developers, database administrators, and business users couldn't all be treated the same way, and the IT team didn't have control over what the standing admin rights have been used for. Existing tools captured some logging, but the data was patchy.

The Solution

Before settling on Admin By Request, the team evaluated alternatives, including a solution from a major platform vendor already embedded in their environment. The deciding factor was time to action: approvals in Admin By Request take seconds, while the alternative took hours.

Deployment was handled through Microsoft Intune, with Teams integration on top. The setup took less than a day, with two people involved at most. Software packages are pushed silently to endpoints, so end users don't have to confirm anything or take any action. For a German

organization, the fact that Admin By Request is built and hosted in Europe added another point of confidence around data sovereignty.

The Impact

Permanent admin rights have been removed. Employees now have elevated access only when they need it, and only for as long as they need it. Every installation and every administrative action is logged, and the manual work involved in granting access has dropped sharply. Where access requests used to involve a joint session between IT and the user, the request and approval workflow now handles it automatically.

For ISO audits, the absence of permanent admin rights can be demonstrated rather than asserted. The software inventory is visible, every elevation request is recorded, and every installation is traceable.

User adoption took some active management. Most people adjusted without issue, but a few escalations came up in the early stages. OPITZ CONSULTING handled them directly, through conversations and through explanations published on the company intranet about why the switch from permanent to granular, just-in-time admin rights was being introduced.

Moving Forward

With Admin By Request now covering all 465 licenses across nine sites, the team is refining their workflows further, including automated approval rules and software policies to cut down on manual overhead. Secure Remote Access is also on the radar, made easier by the fact that it's already integrated into the same client they use every day.

> The integration into Intune was straightforward and the documentation was clear. The packages are brilliantly built, simply pushed out, and users don't have to do anything. From both sides, administrator and user, this tool is really great.

Waldemar Kornek, Senior System Engineer

> With Admin By Request, we were able to significantly improve the security of our endpoints. Our employees only have administrative rights when they actually need them — and we in IT have full transparency over what is being installed and what administrative tasks are being carried out. The request and approval process is very comfortable and lightweight. The effort compared to manually granting and revoking rights is considerably smaller — and as a bonus, every action is logged.

Christian Schumacher, Manager Division Systems

