

Vinde

500 hours back: how Vinde Tilkomstteknikk rebuilt IT with two people.

Vinde Tilkomstteknikk delivers a broad range of professional expertise combined with rope access technology, and is the North Sea's largest supplier of SOFT service personnel. Its operators hold trade certificates and bring solid experience across rigging, mechanical, and electrical disciplines, including work in the telecom sector, where clients impose strict requirements on how and when external equipment may connect to their infrastructure. Across all of it, the same principle applies: cost-effective solutions where safety comes first.

Industry:

Industrial Services / Access Technology

Number of Employees:

~200

Operating System:

Windows 100%

Endpoints on ABR:

50 EPM & 50 Secure Remote Access

VINDE

The Challenge

A year ago, Vinde Tilkomstteknikk took a decision that reshaped its IT operations: bringing everything in-house, moving away from a third-party provider and building an IT department from scratch. What they inherited was an environment with no control over administrator access at all, where employees installed whatever they wanted. As Daniel Bisgaard, Interim IT Manager, put it, it was total chaos.

Because the company's field staff work directly with telecom operators' equipment, and those operators are strict about what connects to their infrastructure, Vinde Tilkomstteknikk couldn't simply hand every employee permanent admin rights. But it also couldn't lock people out of the

hardware they needed to do their jobs.
The team first tried to solve it with another tool. For a two-person IT department, the configuration was overwhelming: endless groups, approval steps, and setup complexity that created more work than it removed. And when the team locked down devices to regain control, staff used to complete freedom pushed back immediately. With no self-service in place, field workers simply called IT.
Those calls added up fast: roughly five a day, each costing around 30 minutes once the interruption and the time to refocus were accounted for. Across a working year, that comes to more than 500 hours (nearly four months of full-time work) spent not on building the IT department but on interrupting it.

The Solution

Admin By Request replaced that call-driven model with a self-service flow field workers could use themselves, while giving them back a sense of autonomy. Staff can act on what they need in the moment, while IT keeps full oversight of who has access to what, and when. In Daniel's words, field staff are autonomous under control.
EPM gave Vinde Tilkomstteknikk the ability to lock down devices, control precisely who can do what, and, critically, capture a full log of every elevation and every action taken during it. That audit trail has become the foundation for the company's move toward ISO certification. Policies were set up and pushed out through Microsoft Intune, and the first devices were live within about half an hour. Onboarding a new machine is now a routine step: assign a group in Entra, and the device is covered.
The company also adopted Admin By Request's Secure Remote Access, replacing the patchwork of separate remote support tools the team had been juggling. Having it in the same platform solved two challenges at once: helping users with installation issues, and supporting on-site configuration of telecom equipment, where field staff need an expert guiding them through the harder tasks.

> It solved two of our biggest problems in one product. Before, we used TeamViewer and so many different solutions. Using one platform to solve multiple issues is very important for me. I like the whole setup, the UI, and the integration hub with Microsoft makes enrollment so easy
>
> Daniel Bisgaard, Interim IT Manager, Vinde Tilkomstteknikk

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> The tasks that demand focus the most, setting up a new server in Azure, doing policy creation, if I get disrupted, I need time to step back and find where I was. Now I can dig into it completely, from A to B. That helps me a lot in my work.
>
> Daniel Bisgaard, Interim IT Manager, Vinde Tilkomstteknikk

The Impact

The disruptive calls that had dominated the team's day dropped away almost entirely, returning more than 500 hours a year to a two-person team, hours that now go into building the IT department instead of interrupting it.
Field workers who once called IT and waited to get through now handle access requests themselves. That mattered most after hours: field work doesn't stop at 5pm, and evening requests that used to mean a half-hour call at the end of the day are now handled in seconds from the Admin By Request app.

Moving Forward

Vinde Tilkomstteknikk plans to bring around 100 more devices under Admin By Request. The more of the estate it covers, the more everything benefits from controlled admin access and streamlined remote support.

The team has also begun using pre-approved applications, starting with basic software like Adobe on new employees' devices, and is testing the machine-learning approval feature to streamline requests further. They're also exploring Admin By Request's Power BI templates, aiming to build a clear dashboard view of request volumes, activity, and trends, even for an IT department of two.

> We took our IT in-house and were basically building the department from scratch, and before, it was total chaos. Admin By Request gave us breathing room. Our field workers are more autonomous now, but autonomous under control. And getting two of our biggest problems, admin rights and remote support, solved in one platform made all the difference.
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> Daniel Bisgaard, Interim IT Manager, Vinde Tilkomstteknikk

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