

SUCCESS STORY

simple. clear. helvetia

In over 160 years, Helvetia Insurances, headquartered in St. Gallen and Basel, has grown into a successful insurance. It is proud of its more than 11'600 employees and seven million customers. In Switzerland, the Group is one of the leading all-line insurer. With the countries Germany, Italy, Austria and Spain, which have been combined to form the Market Area Europe, the company has a second strong pillar. With its Specialty Markets market area, Helvetia is also present in France and in selected regions worldwide.



In January 2020, Helvetia launched the **Future Workplace** project. The goal was to achieve uniform and secure collaboration with internal and external persons and organizations. An efficient workplace that meets the high compliance / security requirements.

Services available 24/7

Due to Helvetia's growth, communication tools and team spaces became enormously complex. The business requirement was self-service of IT workplace resources and automated service provisioning. This transformation was subject to the highest security and compliance requirements, which had to be met.

The project included other topics such as:

- Mobile Management for iOS and Android
- Microsoft Client Management
- Outsourcing of Windows Client Management
- Automation of IT operating processes and reduction of operating costs
- Consolidation of Active Directory with standardization of user management and internal processes

The following Microsoft technologies were used for the Future Workplace project:

- Microsoft Exchange Online / Outlook
- Microsoft One Drive for Business
- Microsoft Endpoint Configuration Manager
- Microsoft Intune
- Microsoft Teams
- Microsoft Cybersecurity Reference Architecture
- Microsoft Azure AD

Added Value for Helvetia

Helvetia has standardized and simplified its entire workplace environment with this project and has been able to reduce IT operating costs as a result. The insurer now charges costs according to the source. This guarantees transparency for the company and safeguards the budget. Microsoft cloud solutions make modern tools available to employees quickly and efficiently. This increases employee satisfaction and makes the company an even more attractive employer. Future Workplace establishes the best conditions for optimal collaboration within the Helvetia Group.



«A major project like this requires a lot of resources. Since the necessary know-how was not available internally, the external operator BitHawk was commissioned to plan and implement the migration and subsequently operate the Future Workplace for Helvetia. BitHawk demonstrated during the evaluation process and the entire implementation project that they understand both the coordination of such a project and Helvetia as a company very well.»

Markus Marksteiner

Head of Infrastructure & Operation, Information Technology, Helvetia Insurances



About BitHawk AG

BitHawk AG is an IT customer service company with over 200 employees, headquartered in Sursee, Switzerland. BitHawk focuses on managed services including public cloud, ITSM and autonomous operations. Having 12 Gold competences, BitHawk is able to address excellently customer needs using Microsoft technology.

Having a strong corporate culture as one of the top employers in Switzerland (3th place at the «Swiss Employer Award»), its agile teams help companies all over Switzerland to change and to migrate to public cloud.

More information: www.bithawk.ch



BitHawk

BitHawk AG
Allee 1A, CH-6210 Sursee
+41 58 226 01 01
marketing@bithawk.ch

www.bithawk.ch