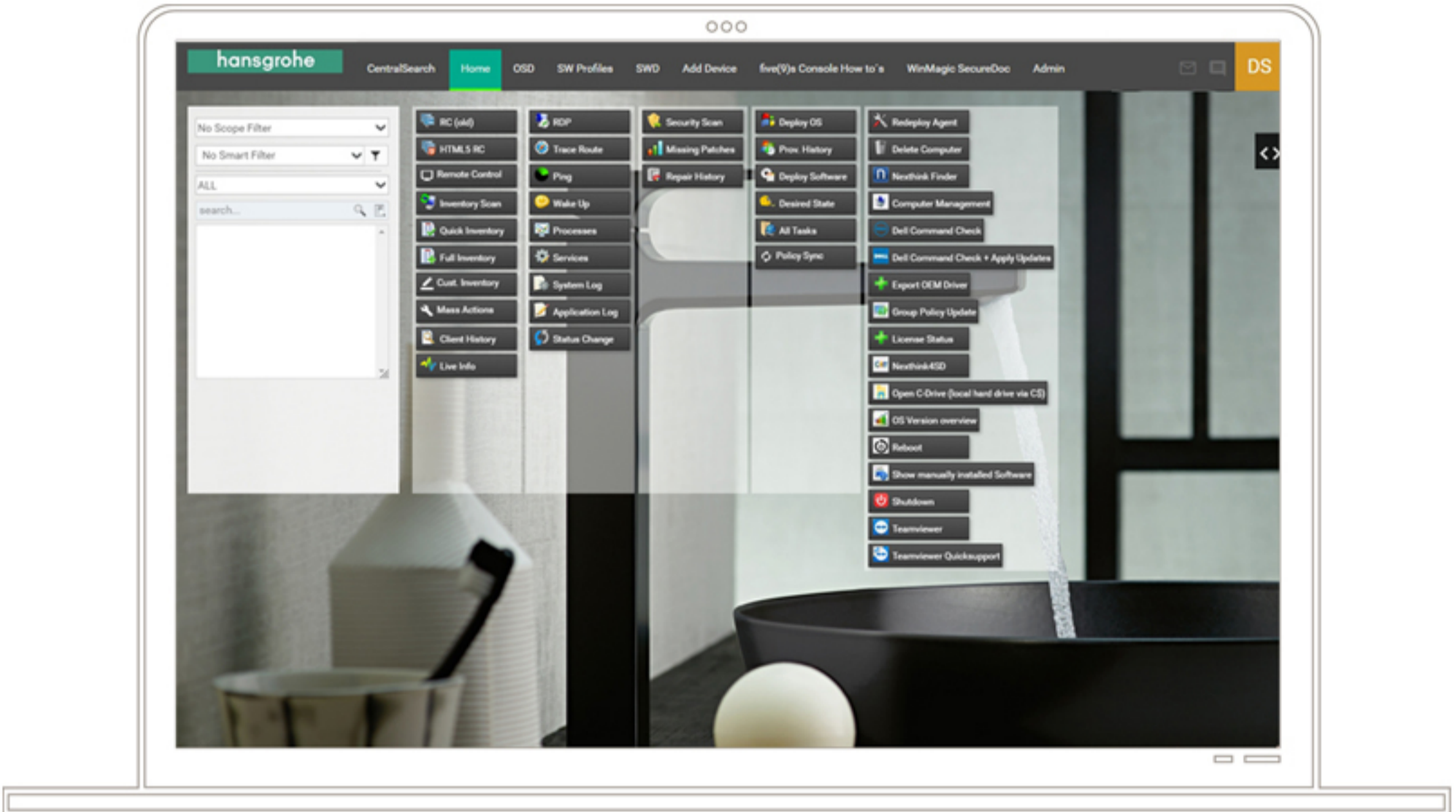




Hansgrohe stands for modern design and excellent quality. The manufacturer's high level of innovation continues behind the scenes. Hansgrohe relies on the five(9)s Console for IT management.

Hansgrohe SE, Schiltach, is a major German manufacturer of sanitary products such as faucets, showers, thermostats, bathroom and kitchen accessories. Modern design and excellent quality are the hallmarks of the products. The company's high level of innovation also applies behind the scenes. Hansgrohe is also extremely progressive in manufacturing or logistics and owns numerous patents. The five(9)s Console supports Hansgrohe in IT management.



With 4200 clients worldwide and over 70 helpdesk staff spread across all continents, the introduction of five(9)s Console was a great relief for us as Ivanti administrators.

Meanwhile, about 300 users worldwide use the tool for troubleshooting, remote control, OS installations and software distribution. The clear added value is also reflected in the figures. In the first 3 months alone, 2777 software packages were distributed via five(9)s Console and 1108 OS installations were carried out.

In addition to the continuous and regular improvements in the update cycle, we also have another individual way to enhance the Console with useful features via the Custom Buttons.*

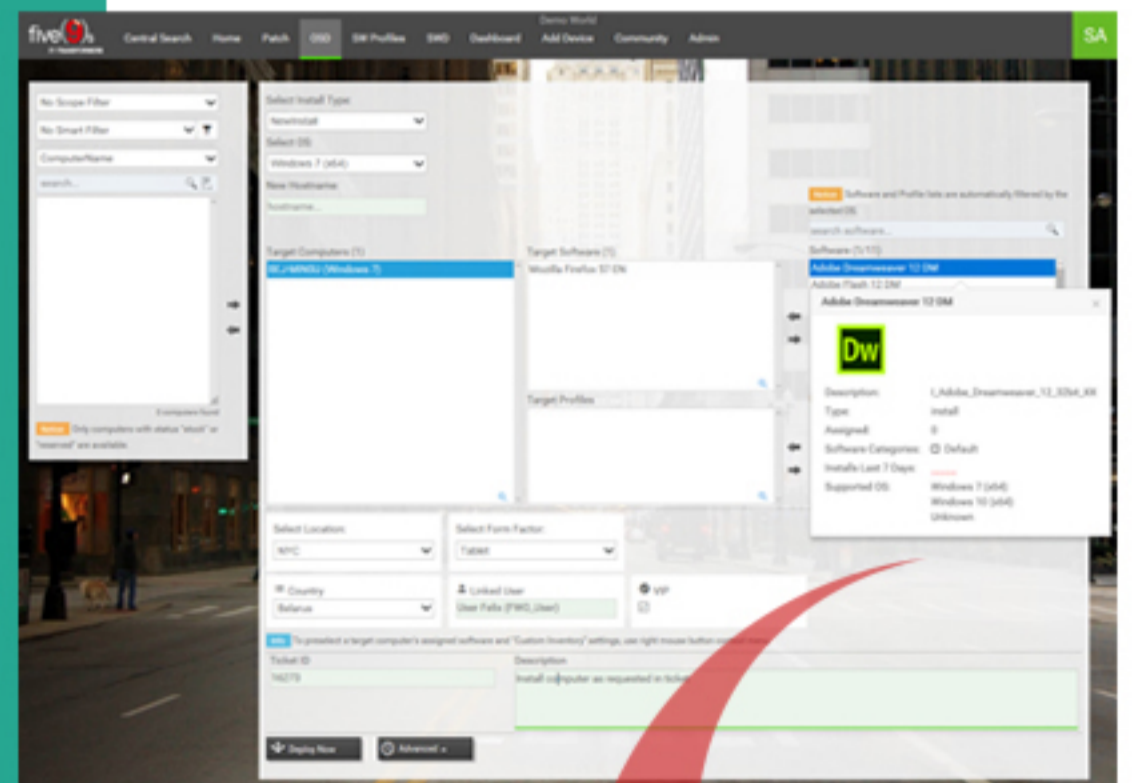
Due to the high fluctuation in areas such as the helpdesk at home and abroad, temporary users such as trainees and students, and new users in the specialist department, five(9)s Console has an enormous advantage over Ivanti Endpoint Manager in terms of the amount of training required. Our trained helpdesk employees can instruct their colleagues themselves and training by us admins is only necessary in rare cases. Another advantage is the intuitive and powerful user interface. Individually customizable role concepts ensure that everyone only receives the rights they need, which significantly minimizes the susceptibility to errors.

The bottom line is that all the advantages mean time savings for us as administrators, which we can use optimally for projects and other issues.*

What we also appreciate is the openness to suggestions for improvement, which have always been heard and implemented in almost all cases - when it comes to customer proximity, five(9)s does not owe anything as a service provider.

A highlight for us here was certainly the implementation of our existing software matching in the console.

Here, our leasing team can clone a client and, in addition to the Desired State packages, receives an email listing which software was installed manually and which was assigned directly via Ivanti Endpoint Manager in the past. In this way, the colleague is always prepared in the event of a leasing exchange and knows exactly what to expect - this not only makes an impression on the customer, but is also very efficient.*



Our key features of the five(9)s Console briefly summarized*

- Minimum training effort
- Individually customizable role concepts
- Increased productivity of our helpdesk through simple and intuitive processes such as OS installations and software distribution
- Increased productivity of our admins by saving time
- Regular enhancements and new features
- Several extension possibilities via custom buttons
- Openness to improvement suggestions

***Author: Danny Sandhaas, Hansgrohe**

About five(9)s

Founded in 2006, five(9)s has grown into an established software company. We have a highly qualified development and consulting team and specialize in management and process-based design solutions, including those based on the Ivanti platform. Role-based and process-driven, our system, asset, service and management solutions ensure that the management of IT infrastructures at all levels of administration becomes even more efficient for you.