

Muskelsvindfonden

Muskelsvindfonden (i.e., The Muscular Dystrophy (MD) Foundation) is a Danish charity focusing on helping and supporting people with MD and ALS. Their movement helps more than 3000 people and is the organizer of various cultural and community events, including one of the largest musical festivals in Denmark: GRØN Koncert.

Industry:

Health Charity

Number of Employees:

Ca. 115 (including short-term workers and those at external facilities)

Operating System Seats:

Windows - 45

Endpoints Running ABR:

98%



The Challenge

Muskelsvindfonden is an organization that frequently operates in high-pressure environments, providing non-profit experiences such as music festivals and sporting events to thousands of people at various locations.

They identified one key need relating to their IT environment and how users operate: the ability for end users to 'help themselves' while 'on grass' (i.e., on site during events). In other words, the MD Foundation required a software solution which would allow their employees and volunteers to be self-sufficient when operating on their devices during events – while not connected to the domain, and working at all hours of the day and night – rather than have to rely on IT personnel to assist with or perform certain tasks.

The Solution

Admin By Request's Privileged Access Management solution was selected due to its focus on self-serviceability; the Request feature allows the end user to decide when they need privileged access and why. A simple request is made on an as-needed, Just-In-Time basis, providing the requested access instantly, at any time of the day or night. The access provided is temporary, controlled, and secure, with all details of the session logged in the SaaS User Portal.

Muskelsvindfonden used CapalInstaller to deploy Admin By Request in one go across all endpoints. Deployment took a matter of hours for most workstations, with the remainder taking 1 to 2 days.

The Impact

Admin By Request achieved the desired outcome immediately for Muskelsvindsfonden, giving employees a great deal of flexibility during events and in most cases, removing the IT department from the equation entirely.

Impact was also noticed during COVID-19-induced lockdowns, in which the remote workforce was able to gain admin rights as required, in a safe and controlled environment.

"It was by far much easier to instruct users to install or configure software when they had problems-free rights to do so."

~ Poul Vels, Head of IT

Moving Forward

Admin By Request is a key element in Muskelsvindsfonden's zero-trust, self-service strategy. They want to continue prioritising productivity by allowing non-technical personnel to elevate applications and take care of small tasks themselves as needed, without hassle.

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Admin By Request has been a lifesaver for Muskelsvindsfonden. You really want IT to work perfectly and be secure when you have people working off-site under tight deadlines, with thousands of attendees waiting for concerts to begin! Admin By Request is something we cannot do without in our day-to-day business.

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