

Protecting critical infrastructures, ensuring sovereignty

CHALLENGE

- High demands on availability, resilience, and recoverability
- Lack of automation solutions
- Strategic realignment with a transition to Windows 11

SOLUTION WITH baramundi

- Co-management for maximum flexibility
- baramundi as a stable backbone for on-premises IT management
- Self-sufficient operation even without an internet connection

RESULT

- Capable of operating even in crisis scenarios
- Security and control through centralized IT management
- Secure management even in isolated network segments
- Digital sovereignty through the deliberate reduction of dependencies



- Swiss energy supplier in the Kanton Aargau
- 180 employees
- Operates critical infrastructure (electricity, gas, water, district heating)



baramundi enables precisely this **controlled interaction between IT and OT environments** without compromising security architectures or creating additional dependencies. For critical infrastructure, this is not a convenience feature, but a fundamental security and operational factor.”



Hybrid endpoint management at Regionalwerke AG Baden with baramundi

As a Swiss energy and utility company with around 180 employees, Regionalwerke AG Baden is responsible for the reliable supply of electricity, gas, water, district heating, and other energy-related services in the canton of Aargau. As one of Switzerland's first electricity companies, the regionally based company has been continuously supplying the public and industry in Baden and the surrounding area for over 125 years.

Top priority: reliability

With its portfolio, Regionalwerke operates the lion's share of the critical infrastructure in its area. The IT department in the company therefore bears a correspondingly high level of responsibility: IT manager Philippe Bähler and his team of ten ensure stable, secure, and always operational IT systems:

„In addition to traditional office workstations, we are primarily concerned with systems that are indirectly or directly part of our supply processes and thus have a direct impact on supply security. Availability, security, resilience, and recoverability are a reality for us—shaped, among other things, by regular crisis team exercises, established emergency concepts, and concrete experience from the energy shortage situation in recent years.“

Minimizing technical and organizational risks

Against this backdrop, the decision to implement a new client management system was not purely a tool evaluation, but rather a strategic decision to ensure the long-term security and resilience of IT and OT-related systems.

„Our previous client management system had been showing increasing weaknesses in everyday use. It was very cumbersome to use and the software ergonomics were inadequate. We were already losing a lot of time in the client area. In addition, we didn't have a good automation solution in the server area. It was clear to me that a system that is not intuitive to use on a daily basis poses long-term risks, both technically and organizationally. At the same time, the mandatory switch from Windows 10 to Windows 11 was coming

up. For me, this was the logical time to not only change the operating system, but also to fundamentally revamp client management,“ explains Bähler.

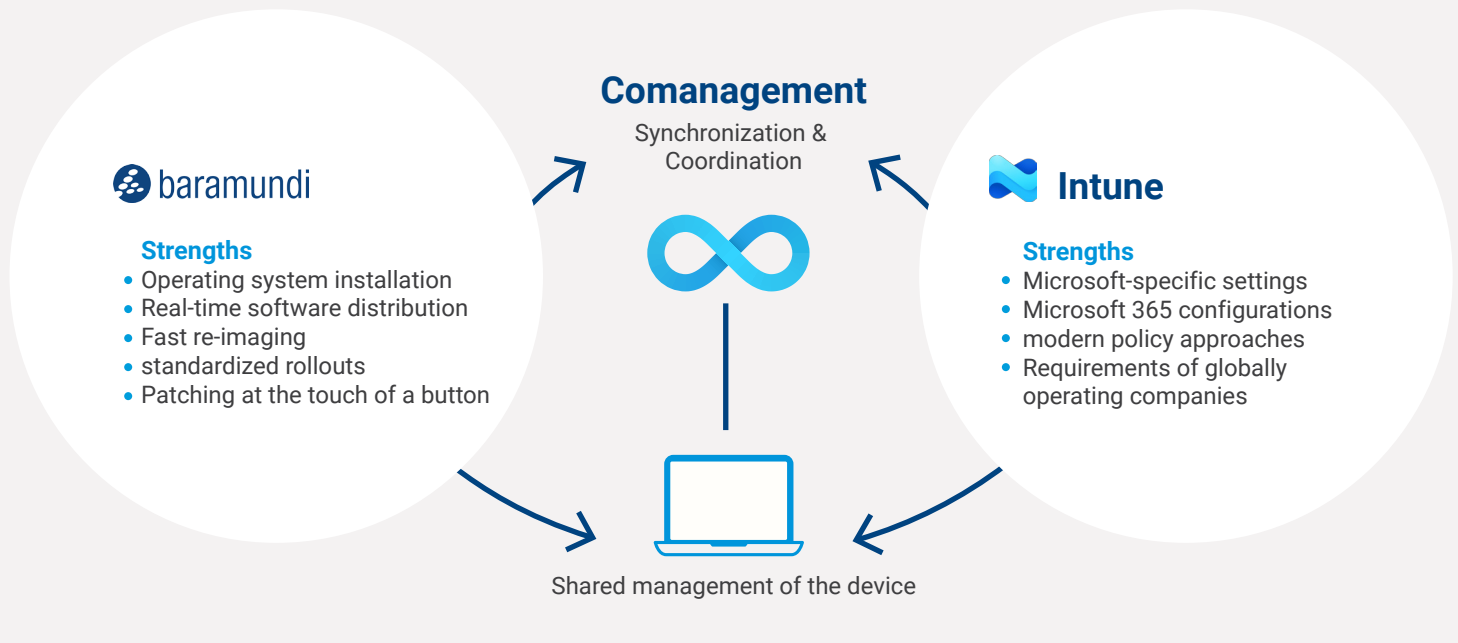
Evaluation: baramundi and Intune – not an either/or situation

„There was an intense discussion within the team about which platform we should use in the future. Younger employees in particular were in favor of Microsoft Intune. Intune is undoubtedly a powerful tool. I have had some experience with it in the past, both positive and critical! But I was also familiar with the baramundi Management Suite from previous jobs. I had consistently had very good experiences with it, especially in terms of stability and usability.

I knew that baramundi was a tool you could rely on, especially in environments where errors are not tolerable. But it was just as important to me not to make this decision out of habit. That's why we conducted a structured evaluation and also involved the analyst Gartner in external clarifications.



baramundi as a stable, speedy backbone – Intune where it makes technical sense



Our decision was therefore deliberately hybrid: baramundi as a stable, fast backbone for operating systems, software, and patching—Intune where it makes technical sense.”

Co-management: practical experience

„What was exciting for me personally was that I had already implemented hybrid approaches long before they were officially designated as such: software distribution via baramundi, settings via Microsoft mechanisms. At that time, this was not yet an officially supported standard, but it already worked very well technically. While we were implementing this

project, the official further development came along: baramundi clearly positioned the co-management approach and expanded it further from a technical perspective. This confirmed that we were on the right track. In the project, we then made a conscious decision to switch consistently to Azure AD Join-only and not to remain in the classic hybrid AD model.”

Crisis resilience: Able to act during a blackout

„Our reality as an energy supplier means that sooner or later, the same question always comes up in our annual crisis management exercises: What do we do if the internet or parts of the infrastructure fail?



„[...]At Regionalwerke AG, we have the aspiration and obligation to be able to act at all times. An on-premises system such as baramundi, which can also be operated independently without the internet, offers an indispensable advantage here.”

IT-Leiter Philippe Bähler, Regionalwerke AG Baden

Especially in scenarios such as:

- Blackout
- Limited connectivity
- Cyberattack or encryption
- Rapid recovery of many clients in a short time

it is essential that operating systems and software can be distributed locally, quickly, and independently. Pure cloud or online approaches quickly reach their limits here.“

Patch management and encrypted communication – even in isolated zones

„Another key factor for us was baramundi’s strength in the area of patch management and security. baramundi enables centralized, controlled patch management, which means we always know:

- which systems have which patch status
- where security gaps exist
- which updates have been successfully rolled out

The security approach is particularly important to us: baramundi works with digitally certified and signed keys, which means that the baramundi agent can be installed securely on systems – regardless of whether they:

- are members of an Active Directory
- are connected to Microsoft Azure AD
- or are deliberately operated in completely isolated secure zones

This allows us to reliably manage systems in isolated network segments, secure zones, or OT-related environments. Communication takes place via encrypted, secure channels without the need for a traditional domain or cloud connection.

This is a crucial factor for us, especially in the OT environment. There, we operate systems that are deliberately separated and severely restricted for security reasons.

At the same time, these systems must of course:

- be monitored
- remain up to date in terms of security
- be provided with targeted updates and configurations

Digital sovereignty and avoidable dependencies

„I am interested in economics and geopolitics and very consciously question where we are placing ourselves in dependencies. Not out of a fundamental rejection of certain providers, but out of a sense of responsibility. There are real-life examples that show that dependencies on individual US providers can have very concrete consequences in political or sanction-related situations. For me, these are real risks that I have to assess as the IT manager of a critical infrastructure. Our approach is therefore deliberately balanced: Microsoft services where they make technical sense, baramundi where we need maximum operational control, emergency capability, and independence. This allows us to reduce risks without isolating ourselves technologically...



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Conclusion



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The decision to go with the baramundi Management Suite was a clear strategic decision for us. It is based on:

- practical experience and trust
- clear requirements from the operation of critical infrastructure
- real crisis and emergency scenarios
- the high importance of security, patch management, and encryption
- the controlled interaction of IT and OT systems
- and a conscious attitude toward digital sovereignty



„baramundi gives us the security to remain operational even when other systems reach their limits. This is precisely what is crucial for a company like Regionalwerke AG Baden.“