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baramundi IT Management at Rossmann Polska



ROSSMANN

- Market leader in the Polish drugstore sector with over 2,100 drugstores nationwide (Rossmann Supermarkety Drogeryjne Polska, founded in 1993)
- More than 18,800 employees and over 1.27 million customers daily
- Over 9,000 Windows and 1,500 Linux devices, spread across thousands of locations
- Specialized IT teams for development, maintenance, and security, including technical maintenance of the decentralized drugstore infrastructure

Challenge

- Size and geographic spread of the IT environment
- Growing effort required for internally developed management tools
- High need for standardization and automation
- Centralized management of all drugstores without physical access

Solution with baramundi

- Replacement of in-house developments
- Gradual transition without changing the entire management model
- Centralized software distribution, remote configuration, and automation of routine tasks
- Controlled rollouts

Result

- Greater standardization and automation
- Centralized, repeatable, and controlled processes
- Less manual work and reduced workload on technical teams
- Freeing up development resources
- Future-proof, flexible platform for upcoming projects

“We manage a technology environment spread across the entire country. Standardization, automation, and the ability to manage the environment centrally—without having to perform work directly at the individual drugstores—are the key criteria for us,” explains Grzegorz Wolicki, Head of the Drugstore Technology Maintenance Department.

GRZEGORZ WOLICKI,
HEAD OF THE DEPARTMENT FOR TECHNOLOGICAL MAINTENANCE

CASE STUDY

Centralized Endpoint Management for Over 2,100 Drugstores



Rossmann Polska – Market Leader in the Polish Drugstore Sector

Rossmann Supermarkety Drogeryjne Polska is one of the largest drugstore chains in Poland and the market leader in the drugstore sector. The company began operations in 1993 and opened its first drugstore in Łódź. Since then, the network has grown steadily: Today, the chain comprises over 2,100 drugstores nationwide. Rossmann employs more than 18,800 people, and over 1.27 million customers visit its stores every day.

Rossmann's business operations combine an extensive brick-and-mortar retail network with digital channels, as well as a well-developed logistical and technological infrastructure. The large number of locations, along with the consistent use of technologies to optimize processes and customer service, means that the company places particular emphasis on high availability, standardization, and the efficient management of a distributed infrastructure.

A Challenging IT Environment in a Large-Scale Retail Operation

The IT department at Rossmann Polska consists of specialized teams responsible for the development, maintenance, and security of technological solutions. A key component of the IT organization is the teams responsible for the technical maintenance of the drugstores' decentralized infrastructure. They are tasked with ensuring business continuity, standardization, and the smooth operation of the devices and solutions deployed across the entire network.

"One of our biggest challenges is the size and geographic spread of the IT environment, with over 9,000 Windows and 1,500 Linux devices distributed across thousands of locations. Even a relatively minor technological change can mean that it must be implemented on a large number of devices and in many different locations. The ability to automate repetitive tasks is particularly important to us. Given this scale, manually performing installations, updates, or configuration changes would be very time-consuming and would place a significant burden on the technical teams," says Grzegorz Wolicki.

From In-House Development to a Specialized Platform

“In the past, we primarily managed our end devices in the drugstores using our own, internally developed solutions. These tools, which evolved over time, were adapted to the specific characteristics of the environment over the years. This approach allowed us to respond very precisely to the needs of the company. However, as the environment grew, so did the number of processes that needed to be managed, further developed, and automated. Maintenance and development were consuming more and more resources that we actually needed for our business processes.”

“The decision to make a change did not stem from a single problem but was a natural consequence of the company’s growth. We reached a point where it was more effective to use a specialized solution available on the market. That’s why we set out to find a platform that would allow us to standardize and further automate the management of a distributed environment—while also being flexible enough to be adapted to the specific needs of our business.“

Choosing baramundi

“One of the most important selection criteria for us was the solution’s flexibility. Due to the unique characteristics of the Rossmann environment, we weren’t just looking for a standard device management tool, but for a platform that we could adapt to our existing processes and the specific requirements of the drugstore environment. It was also important to us that the solution allow for a phased transition of processes without having to change the entire management model at the same time. That was ultimately the deciding factor in choosing baramundi.”

“A particularly pleasant surprise was the deep understanding of our requirements and the unique characteristics of the environment in which we work. We appreciate the collaborative approach and the openness toward our needs. Instead of trying to adapt our processes to the tool, we worked together to find a way to make the best use of baramundi’s features in our environment.”

baramundi in Daily Use

“Among other things, we successfully use the solution for:

- Distributing and updating software
- Remote configuration changes
- Automating routine administrative tasks
- Collecting information about managed devices and their configurations

This significantly simplifies the ongoing maintenance of the environment.”

“Of particular value is the ability to implement changes centrally and in a repeatable manner—from pilot testing on a limited group of devices, through reviewing the results, to the gradual rollout of the solution across a larger portion of the environment. In practice, baramundi enabled us to migrate a large portion of the processes previously carried out using custom-developed mechanisms to a standardized platform and to further advance their automation.“

Measurable Improvements in Operational Efficiency

“Compared to the previous model, we have achieved a higher degree of standardization and automation. Processes related to software deployment, configuration changes, or the collection of device information can now be carried out centrally, in a repeatable and controlled manner. With over 2,100 distributed locations, it is particularly important to prepare and test a process once and then deploy it on a large scale. This reduces the number of manual tasks and minimizes the time and effort technical teams spend on repetitive tasks.”

Conclusion

“For us, the introduction of baramundi was not just a change in tools, but part of a broader evolution in how our IT environment is managed. baramundi gives us the ability to further develop solutions in line with the company’s changing requirements. Given the size of our environment, what matters is not only what baramundi delivers today, but also the flexibility and options it provides for future projects.”

GRZEGORZ WOLICKI,
HEAD OF THE DEPARTMENT FOR
TECHNOLOGICAL MAINTENANCE



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