

Rethinking IT Administration – What to Consider When Evaluating a UEM/DEX Solution for BFSI Organizations

Evaluation Guide

What to Consider When Evaluating a UEM/DEX Solution

IT operations have become mission-critical in the rapidly digitizing world of Banking, Financial Services, and Insurance (BFSI). The complexity of managing endpoints across hybrid workforces, increasing compliance pressures, and higher expectations for the quality of employee digital experiences require a new approach to IT administration.

Key Trends Shaping BFSI IT Administration

- ✓ **Endpoint Explosion:** 82% of BFSI firms now support remote/hybrid endpoints – laptops, smartphones, tablets – requiring unified oversight.
- ✓ **Security First:** Financial institutions face 300% more cyberattacks than other industries, driving demand for tighter control and real-time vulnerability management.
- ✓ **User Experience as a KPI:** 74% of IT leaders in BFSI now track employee satisfaction with IT tools as a performance metric.
- ✓ **Compliance Pressure:** GDPR, PCI-DSS, and regional regulations (DORA, NIS2, GLBA, FFIEC) demand traceability, audit readiness, and data locality.
- ✓ **Automation Imperative:** Mid-sized IT teams are expected to do more with less. Intelligent automation is no longer optional.

Why It's Time to Reevaluate Your IT Admin Stack

Choosing the right IT admin solution is about more than feature lists. For BFSI institutions, it's about risk reduction, ROI, and operational resilience. Below are the five essential areas every IT Decision maker should consider:

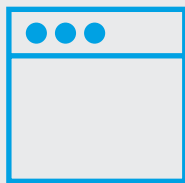


Feature Set: Holistic Endpoint Coverage & Intelligent DEX

Modern Banking, Finance and Insurance operations demand

- › Unified Endpoint Management (UEM) across all device types (Windows, macOS, Linux, iOS, Android).
- › Digital Employee Experience (DEX) capabilities that go beyond performance monitoring with context-aware, predictive diagnostics.
- › Integration with ITSM, ticketing systems, and ITAM platforms for cohesive operations.

Look for



**Centralized
dashboards with
real-time visibility**



**Deep contextual
monitoring that filters noise
and highlights relevant issues**



**Proactive DEX: identifying
performance degradation
before users complain**

IT Team Productivity & ROI: Simplification, Support, Enablement

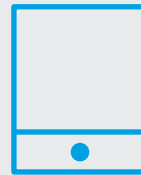
Your IT staff needs tools that reduce manual tasks and scale expertise

- **Intuitive interfaces that reduce training time.**
- **Drag-and-drop automation for patching, deployment, and admin workflows.**
- **Fast rollout with onboarding support and training programs tailored to mid-sized teams.**
- **Expert consulting that adapts to your organizational setup and maturity level.**

Look for



**Solutions with proven
enablement frameworks,
not just features**



**Easy-to-use tools
and customizable
dashboards**



**Companies that offer both
the software and support
and training service**

End User Productivity & Experience: Real UX Insights + Proactive IT

A seamless user experience means fewer tickets, faster resolutions, and better morale.

- Combine UEM control with DEX that collects end-user feedback.
- Go beyond vanity metrics (uptime, CPU load) – understand the true user experience.
- Correlate tech metrics with user sentiment to justify IT decisions and highlight the value of IT efforts.

Look for



Comprehensive yet manageable monitoring capabilities which allow for customization and benchmarking



Sentiment-based feedback loops with experience scoring aligned with IT actionables



Experience- and AI-based correlation engines that surface root causes and fix recommendations

Risk Reduction: Security by Design

In Banking, Finance and Insurance, security isn't a feature – it's a foundation. Evaluate:

- **Full-stack patch/update automation for OS and third-party software.**
- **Built-in vulnerability scanning, endpoint encryption, and antivirus integration.**
- **Audit-ready logs, customizable policy enforcement, and GDPR compliance.**

Look for



**Vendors who build
(not just bundle) security
into their architecture**



**Full-circle solutions that
make identified security
risks actionable**



**Solutions developed
and hosted in data-
protection-compliant
jurisdictions (e.g. EU).**

Total ROI: Long-Term Value with a BFSI-Savvy Partner

True ROI isn't about the cheapest license – it's about total cost-effectiveness

- Fast implementation and quick time-to-value.
- A vendor that understands mid-sized Banking, Finance and Insurance realities – not just enterprise complexity.
- Evidence of proven success in similar organizations.
- A complete solution – not a patchwork of add-ons.

Ask

- Does the vendor offer tested templates, automation, and deployment bundles?
- Do they provide best practices and benchmarks from similar BFSI use cases?
- Is support and training offered with direct communication channels?

Why BFSI Customers Choose baramundi

Many mid-sized BFSI organizations evaluating new solutions ultimately choose baramundi's offering for UEM and DEX due to its:

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- German-engineered reliability and security compliance.
 - Seamless management of diverse endpoints across hybrid infrastructures.
 - Simple, customizable UI that empowers IT without overwhelming it.
 - Strong enablement with onboarding workshops, training, and expert support.
 - DEX capabilities that correlate technical health with real user feedback.
 - A comprehensive and connected suite that closes the loop from monitoring to action.

If your IT goals include **security, simplicity, productivity, and user experience**, it may be time to look at how baramundi can help you transform IT from a cost center to a business enabler.

Bringing It All Together: What an Ideal UEM/DEX Partner Looks Like

- ✓ Unifies IT operations under one platform with visibility across the endpoint landscape.
- ✓ Offers both technical controls (UEM) and proactive user support (DEX).
- ✓ Enables IT teams with tailored onboarding, automation templates, and contextual help.
- ✓ Provides real end-user experience data, not just infrastructure KPIs.
- ✓ Embeds enterprise-grade security and complies with EU data regulations.
- ✓ Comes from a vendor with deep experience in endpoint management and a focus on medium-sized businesses, particularly in BFSI.

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baramundi software

baramundi software develops Unified Endpoint Management for the central administration of PCs, mobile devices and servers. It automates software distribution, simplifies patch management and creates transparency in the network. baramundi solutions contribute significantly to IT security and optimize IT resources.

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