

# SIMPLE AND AUTOMATED OT CLIENT SETUP

In addition to the operating system, programmes with individual configurations had to be installed when setting up a new OT client in production. A German food manufacturer wanted to counteract the high manual effort and was looking for a solution to automate this task. The choice fell on our client management software ondeso SR.

Manually setting up OT clients was an increasing challenge for the food manufacturer. The previous approach was time-consuming, as the many manual steps required the industrial IT team to spend a total of around 1.5 days per OT client to achieve the desired configuration state. This approach led to inconsistencies in the configurations, which in turn took additional time to correct. In addition, a certain level of IT knowledge was essential to complete the setup successfully. This limited the flexibility and efficiency of the whole process.

The missing possibility to accurately track and review the actions taken further complicated the troubleshooting process. Therefore, there was an urgent need to replace this manual and time-consuming approach with a more efficient and automated process. For this purpose, the unattended installation via the Installation & Configuration Packages of ondeso SR is now used.

## WORKFLOW AUTOMATION AS THE KEY TO SUCCESS

In coordination with ondeso's Professional Services team, the food manufacturer's industrial IT team started automating the workflow via ondeso SR. A Microsoft Windows installation served as the starting point. Subsequently, the desired configurations of the OT client were further finalised by applying Installation & Configuration Packages from ondeso SR.

The functions used ranged from creating local user accounts to setting firewall rules and software installations. Now, new OT clients can be set up using standardised workflows without any further manual intervention. An automatically generated report informs the team about successful installation or discrepancies and thus also ensures traceability.

The implementation of ondeso SR effectively solved the challenges of manual OT client setup and has already been applied to 800 OT clients at two of the food manufacturer's sites.

## AT A GLANCE

### SECTOR

Food production

### REQUIREMENTS

Automated setup of OT clients with standardised configuration

### SOLUTION

Workflow automation by using installation & configuration packages and reports for tracking ondeso SR



**HOMOGENOUS  
OT CLIENTS**

**THANKS TO  
STANDARDISED  
CONFIGURATIONS**

**> 90 %**

**TIME SAVING THROUGH  
AUTOMATION**

**TRACEABILITY**

**BY AUTOMATED  
REPORTS**

### **ENORMOUS TIME SAVING AND TRAINING**

The implementation with ondeso SR produced clear results, as our customer states: „In the past, we needed 1.5 days to finally set up a production computer. Now we manage to do it within an hour.“ A decisive advantage of using ondeso SR was the traceability of the installation and configuration steps carried out, ensured by final reports to identify possible discrepancies.

Christoph Ackermann as lead OT consultant summarizes the positive result of the implementation once again: „The time savings are enormous! In addition, thanks to targeted training, our client will also be able to adjust the unattended installation processes themselves in the future.“



**Christoph Ackermann**  
OT consultant at ondeso

**„Thanks to targeted training, our client will also be able to adjust the unattended installation processes themselves in the future.“**



ondeso develops software products especially in the field of operational technology and Industry 4.0 and supports the automation of OT client management in production. For years, plant operators as well as machine and plant manufacturers have trusted in ondeso products, which are suited for all industries and can be used across the entire range of production systems and processes. Whether management systems, HMIs or controls – ondeso manages the lifecycle of industry PCs and offers custom fitted products on the highest technological and conceptual level – 100% made in Germany.

**Do you want to make the client management of your industrial PCs more efficient?**

Contact us now and arrange a free software demo to get an idea of ondeso SR.

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