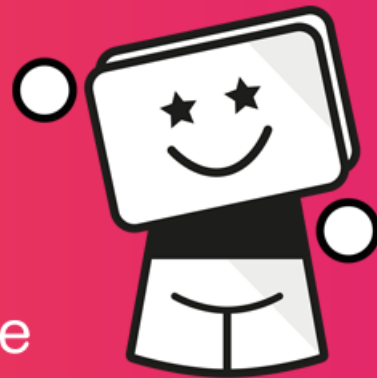"As a database specialist we need
a highly available and performant
Solution. With deskMate we could
at the same time the availability, the flexibility
and increase security."

deskMate

POWERED BY KIVITO

Cloud WorkSpaces made simple

Europe-wide ITIL based Oracle and MSSQL Support –
with Kivito deskMate

About 12 years ago, the foundation stone was laid for our customer in Neu-Isenburg in Hesse. As a specialized service provider in information technology, it manages numerous ORACLE and MSSQL databases across Europe. The special feature of the ITIL based services is the provision of standardized and individual managed database outtasking models. These include 24/7 service level agreements that ensure the vitality and availability of production-relevant databases. Accompanying the Managed Database Services are database typical projects in terms of database migration, database backup and performance tuning.

National and international customers, among others from the automotive supply industry, insurance and logistics with highly critical database systems, appreciate the high reliability and quality.

CHALLENGES

- Homogenized, but for each customer dedicated desktop system landscape.

- Different support staff in different locations should be able to access the customer environment with different end devices.

- Support environments must be network separated from their own network and other customer networks.

- Creation of a central user and rights management.

- Support environments must be automatically backed up and centrally managed.

- The administrative effort should be kept as small as possible.

SOLUTION

- Non-Persistent Desktop Pools are set up in the protected deskMate data center.

- Access HTML5 browser from any authorized person of the company.

- Applications and data are located in the secure ISO 27001 certified deskMate data center in Germany.

- Individual definition of data, access and user rights per user or team.

- Central automated backup in the deskMate data center.

- Each DeskMate environment is set up with its own, isolated network.

ADVANTAGES

- Employees can provide customer support for all devices.

- Cost savings through simple time-saving administration and optimized license usage.

- If necessary, support environments can be restored within minutes.

- Secure access to deskMate environment via two-factor authentication.

- Cost savings through simple time-saving administration and optimized license usage.

- Thanks to the deskMate solution, freelancers or project staff can be flexibly and securely connected to the company.

About deskMate:

deskMate is a trademark of Kivito GmbH.

deskMate is based on the trueDaaS technology, a cloud generation software developed in Germany of the newest generation. The technology enables the use of any software - independent of the underlying operating system - on a virtual desktop. With deskMate, the company also offers desktop-as-a-service (DaaS) "made in Germany" for small and medium-sized companies. The processing of the data takes place exclusively in German data centers with the highest security standards.
 In 2014, the trueDaaS technology was recognized by the Experton Group as a rising star in the cloud desktop sector. In September 2016, deskMate was confirmed by Forrester Research as one of the world's leading cloud workspace technologies.
More information and a free trial at www.deskmate.cloud

More information about the company
Kivito GmbH: www.kivito.com