



ÖSSUR®
LIFE WITHOUT LIMITATIONS



ÖSSUR

Case Study

INNOVATIVE LÖSUNGEN
INNOVATIVE SOLUTIONS

Company: **Össur**

Industry: **Manufacturing (Orthopedic Industry)**

Year founded: **1971**

Number of employees: **4,000+**

Global presence: **EMEA (30 locations globally)**

Website: <https://ossur.com/>

Introduction

Founded in 1971, Össur has wide-ranging expertise in the development, production, and sale of non-invasive orthopedics. Headquartered in Iceland and employing a staff of around 4,000 across 30 locations, Össur (NASDAQ OMX Copenhagen listed) has extensive operations in the Americas, Europe, and Asia, with numerous distributors in other markets.

Staying true to their motto 'Life Without Limitations', the team at Össur prides itself on pushing the boundaries to create some of the most effective, non-invasive mobility solutions on the market today.

Today, they serve an extensive range of medical professionals and work closely with leading research and educational bodies in the medical field.

With the company's impressive growth in recent years, they have been looking for a new cybersecurity solution to complement and strengthen their Intune setup. This is where Heimdal came in.

Industry Challenges

Össur, like all manufacturers, face multiple threats to its security infrastructure. Third parties often play an important role in an organization. But they can also pose a security threat.

In the past years, third-party applications have become the primary attack vector for new malware, and organizations are struggling to provide security updates for these applications within acceptable timeframes.

Cyberthreats aside, the burden on Infrastructure and IT teams to test, manage and deploy various critical applications updates and operating system releases are a growing concern.

As the reliance on applications and internal users grow, a more robust strategy and tooling are required to ensure there is no disruption to business operation, productivity & user experience.

Describe what you like about the Heimdal® product suite and how our cybersecurity solutions helped your operations.

“Unified security & best in class Patch & Asset Management”

We love Heimdal's unified approach with its one consolidated platform for end-to-end cybersecurity. For Össur, the Heimdal Patch and Asset Management solution enhances the way we handle patching and updates across our numerous 3rd applications and the Microsoft Windows OS. The Infinity Management feature further gives us greater flexibility with our custom applications in our environment. Cloud-based and self-sufficient, our IT admins have greater visibility and control at their fingertips.

The nature of Heimdal's set-and-forget approach has dramatically improved our operations and saved us time, resources, and countless man-hours in the process. We are using our Intune company portal to deploy 3rd party applications, but without having to worry about application maintenance after the fact, since we have the Heimdal patching engine to take care of that. It is also really easy to use the Microsoft Updates module according to our needs, especially due to the automated delivery and reboot schedule that our users can easily adjust so it fits around their workload seamlessly.

Since we have Intune and utilize it as our main deployment process, we are happy to have Heimdal added on top as a complementary solution. That being said, our experience with the Infinity Management product is crucial as well thanks to its encryption capabilities. Subsequently, after learning about Heimdal and starting to use it, we are happy to see how much our cybersecurity infrastructure has been enriched.

Describe why you were looking for a new cybersecurity solution to help with 3rd party and Windows OS software management.

“With rapid scaling, our teams had to do more with less...”

With Össur rapidly scaling, acquiring, and integrating companies, we were evaluating technology vendors to help us massively transform the way we manage the whole process of patching, updating, and rolling out third-party applications and Microsoft Windows OS.

Our IT teams want to support the business in the adoption of these new technologies to drive automation and productivity but were increasingly understaffed and overburdened with the existing process we had in place. The general skills shortage and the process of hiring time-frame meant, we had to do more with less.

Some of the key challenges were:

- The growing number of 3rd party applications and Windows users due to scaling up and acquisitions
- The risk of malicious or insecure applications on devices
- Lack of control over users, maintenance, updates, and roll-outs
- Absence of scheduling functions from incumbent solution leading to operational or user experience disruptions
- Manual management, monitoring, and intervention take extensive administrative time
- Constant monitoring and IT admin oversight to ensure things were running

Describe how you narrowed down Heimdal® and why you choose it above other options.

“A cloud-based Patch & Asset management solution was a must-have for us”

A major factor for us while selecting the right Patch and Asset management partner was having a true cloud-native solution. We were looking to minimize the complexity and the burden of the administrative overheads of the entire 3rd party and Windows OS application management, monitoring, and implementation process. This is how we narrowed down our selections.

Besides this, we were looking for a solution provider who could alleviate our pain points with purpose-built feature sets that are pragmatic to our environment, capacity and skills.

We put our options to the test and with Heimdal, we found our sweet spot without breaking the bank.

Describe the security challenges you've experienced prior to using Patch & Asset Management and which Heimdal® solved.

“Manual intervention was costing us time, resources & money”

With our incumbent solution, time and resources were always under pressure. Our administration overheads were high as the teams had to manually manage the updates and configurations for the 3rd party and Windows software. Apart from that a lot of interventions were required across the patch and update rollout process. We would deploy at least 5 resources to ensure things were running as it should be and queries were getting resolved. The whole process could take upwards of a week and for a fast-moving organization with over 4,000 employees, that was not adequate.

Describe the impact and benefit you've experienced by having the Patch & Asset Management module provided by Heimdal®.

“Patching & updating now takes hours as opposed to weeks”

The benefits of having better control, unparalleled visibility, and faster deployment of patches and updates throughout Össur have revolutionized the patch & asset management process for us.

- Patch management is now seamless across our applications and OS
- Our IT admins are more efficient and equipped to provide the best user experience for employees
- With scheduling, our teams are better empowered to manage the lifecycle of patching without causing disruptions
- Added protection for our users with extra testing and encryption
- Infinity Management allows us to automate and safely deploy custom applications

It now takes us merely a few hours as opposed to a week or more. Our administrative burdens have been reduced as we only have to deploy 1 or 2 admins as now they only have the task of monitoring and reporting.

Would you recommend Heimdal® to your peers? Describe the reasons why.



“Scalable. Smart. Hyper Automated. This is a game-changer for us”

“I would strongly recommend Heimdal to my peers as a best practice. The solution from Heimdal has taken our pains of managing the many third-party applications that we use along with rolling out Microsoft updates entirely with scheduling that works for our organization. The automation has been a lifesaver for Össur and has freed up our lean resources to focus on more critical tasks. It is so effective that I haven't had to intervene or check in on this at all...it just works flawlessly!”

Name: **Einar Dagfinnur Klemensson**

Role: **Cloud and Infrastructure Architect**

Organization: **Össur**

To learn more, watch our recent interview on our YouTube channel [here](#).



Leading the fight against cybercrime.



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