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Case Study

Deli Spices

120 Devices, 9 Sites, 1 IT Resource

Overview

How Deli Spices standardised and centrally managed its production floor endpoint estate across South Africa and Zambia, without a single in-country IT visit.

Supporting manufacturing operations across multiple countries is challenging when every endpoint requires local intervention. For Deli Spices, one IT resource now securely manages 120 production devices across nine locations from a single console, delivering a consistent user experience while reducing operational complexity and support costs.

Deli Spices, part of the MANE Group, manufactures and distributes flavourings and spice blends across South Africa and Zambia. Shared services are provided through MANE Shared Services Africa, supporting production and business operations across multiple manufacturing sites.

This deployment focused on migrating 120 production and shared-services endpoints from Stratodesk to IGEL OS. The remainder of the Windows estate remained unchanged and outside the scope of the project.

The Challenge

Deli Spices operates 120 production endpoints across nine sites, eight in South Africa and one in Zambia, all accessing centrally hosted business applications via Remote Desktop.

Although the application architecture was centralised, endpoint management remained decentralised. Every deployment, configuration change or hardware issue risked requiring travel, local contractors or site-specific intervention. As Deli Spices expanded across borders, maintaining a consistent user experience and security posture became increasingly difficult.

The production environment introduced an additional challenge. Airborne particulate significantly reduced the lifespan of conventional fan-cooled endpoint hardware, leading to equipment failures that interrupted production and required costly replacement or onsite support.

Deli Spices needed an endpoint platform that would:

- Support business growth without increasing IT headcount.
- Deliver a consistent experience across every site.
- Reduce operational costs associated with travel and onsite support.
- Improve endpoint reliability in demanding manufacturing environments.
- Simplify ongoing management while strengthening security.

The Solution

Knovation partnered with IGEL to migrate Deli Spices' environment from Stratodesk to IGEL OS.

Following a successful pilot deployment, Deli Spices independently completed the rollout across the remaining estate, demonstrating the simplicity and repeatability of the deployment model.

Today, every endpoint is centrally managed through IGEL Universal Management Suite (UMS). Devices automatically receive the correct configuration when deployed, allowing Deli Spices' IT team to maintain a standardised environment regardless of location.

The result is a highly scalable endpoint management model that enables one IT resource to support production operations across two countries without requiring regular onsite visits.

Key Capabilities

Centralised endpoint management

- A single management platform provides visibility and control across all 120 devices, allowing configuration changes, software updates and policy management to be delivered consistently across every site.

Standardised user experience

- Every production endpoint is configured using a common build, ensuring users receive the same secure and reliable experience regardless of location.

Remote deployment and support

- New devices can be deployed rapidly without requiring technical staff to travel, significantly reducing deployment times and support overhead.

Manufacturing-ready endpoint platform

- Fanless endpoint hardware provides greater resilience within dusty production environments, reducing hardware failures and improving operational availability.

Integrated security

- Native integration with Zscaler provides consistent security enforcement across the entire endpoint estate while simplifying administration.

Improved collaboration

- Users experienced noticeably improved Microsoft Teams performance following migration, enhancing communication across geographically dispersed operations.

The Outcomes

The project delivered significantly more than a successful endpoint migration, it transformed how Deli Spices supports distributed manufacturing operations.

Lower operational costs

- Centralised management has dramatically reduced the need for onsite IT visits, contractor support and travel, lowering the ongoing cost of managing a geographically dispersed environment.

Greater business resilience

- Production operations are less affected by endpoint failures thanks to more reliable hardware designed for harsh manufacturing conditions, helping minimise operational disruption.

Improved IT productivity

- One IT resource now manages 120 production endpoints across nine locations, allowing technical staff to focus on higher-value initiatives rather than routine endpoint maintenance.

Consistent operational standards

- Every manufacturing site now operates from the same centrally managed configuration, reducing operational risk while improving governance and compliance.

Faster business scalability

- New sites and replacement devices can be deployed quickly without increasing support resources, enabling Deli Spices to expand its operations more efficiently.

Better employee experience

- Improved endpoint performance and collaboration capabilities have reduced technology-related frustration, allowing employees to remain focused on production activities.

Stronger security governance

- Centralised policy management ensures security controls are consistently applied across the entire estate, reducing configuration drift and improving organisational cyber resilience.

Why this Succeeded

Successful cross-border IT operations require more than reliable endpoint technology, they require an operating model that can scale as Deli Spices grows.

By combining IGEL's centralised endpoint management platform with a simplified deployment model, Deli Spices created a secure, resilient and highly efficient end-user computing environment that supports manufacturing operations across multiple countries without increasing operational complexity.

The result is an endpoint estate that is easier to manage, less costly to operate, more resilient in demanding production environments and ready to support Deli Spices' future growth.

When control becomes confidence

If this challenge sounds familiar, let's talk. We'll start with your current endpoint estate "as is" and show you where the gap for IGEL could be.

Contact Knovation Solutions for an End User Computing (EUC) Assessment

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