MUGATO®

CUSTOMER STORY

FROM 2 DAYS TO 2 MINUTES: KØGE KOMMUNE AUTOMATES IT INFRASTRUCTURE VISIBILITY

INDUSTRY
Government administration

LOCATION
Denmark

Køge Kommune is a Danish municipality in Region Zealand, located approximately 40 kilometers southwest of Copenhagen. Serving more than 63,000 citizens across 255 square kilometers, the kommune employs approximately 6,000 staff who deliver essential public services including education, healthcare, social services, and municipal administration.

As one of Denmark's historic seaport towns with roots dating back to 1288, Køge today operates as a modern public institution managing complex IT infrastructure critical to citizen services and data protection.

THE CHALLENGE

Bo Liljehult, System Administrator at Køge Kommune, manages daily operations of data centers, operating systems, applications and cloud infrastructure. His team must maintain a clear understanding of their IT environment to protect citizens' data.

01 **Manual, time-consuming processes.** The team relied on constantly developing and tweaking PowerShell scripts just to get a basic overview of their data center. This tedious process often took days.

02 **Data accuracy concerns.** Verifying the accuracy of PowerShell-generated data was a significant challenge.

03 **Excel spreadsheet chaos.** All data center and IT infrastructure information lived in Excel. Maintaining up-to-date overviews was nearly impossible, relying on the team to update Excel or requiring frequent workshops.

04 **Security blind spots.** Bo struggled to efficiently check for vulnerabilities, verify patch levels or understand communication between servers.

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THE SOLUTION

Intelligent process mining

Mugato's algorithms provide Bo and his team with a real-time blueprint of their entire IT landscape so they can map, plan, execute and monitor any plans involving their data centers.

Instant answers

When someone needs information about the servers, Bo can provide answers within minutes instead of a workday or two. Mugato transformed manual, slow processes into automated workflows with real-time accurate information.

> *Before, when somebody wanted to know this and that about the servers, it took a while. Maybe a work day or two because I had to get the data by hand or by script. Now I can provide those answers within minutes."*

Effortless verification

Bo can now check patch levels, certificates and communication patterns with just a few clicks, successfully obtaining information within minutes instead of days.

> *Sometimes with PowerShell, I had doubts about the data I was getting. With Mugato, I just know this is how it is. Period!"*

Live data blueprint

Thanks to Mugato's synchronization system, the real-time IT blueprint shows live data that's never more than 30 minutes old.

THE RESULTS

Rapid deployment

Køge Kommune installed Mugato in September 2024. In less than one hour, they were up and running with live data from their infrastructure.

Significantly improved workflows

Tasks like verifying patch levels, understanding server communications and evaluating different scenarios have become simple and quick.

More time for critical work

As System Administrator, Bo can now dedicate more time to solving security tickets and focusing on crucial aspects of his job without worrying about data accuracy.

Advanced firewall implementation

Bo and his team are currently using the Mugato API to get a comprehensive view of incoming and outgoing ports to implement Windows Firewalls across all servers.

From uncertainty to clarity

Mugato provides the comprehensive visibility needed to make confident decisions about IT infrastructure.



The Mugato system is like a lighthouse on a stormy night. Just as the lighthouse cuts through the darkness with its light, Mugato cuts through the uncertainty with its insight. It is the eye that sees all – like a guide that reveals the truth behind the veil of assumptions."

BO LILJEHULT · SYSTEM ADMINISTRATOR, KØGE KOMMUNE

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