

Delfland Waterboard

One consistent desktop for everyone with Scense.



“Scense did not force us to limit our options, they support locally installed applications and all major virtualization vendors” – Arnold van der Ent, System Administrator at Delfland Waterboard.

The broadview of Delfland Waterboard

Delfland Waterboard is one of the Netherlands' largest of the twenty-five water authorities. On an area of 41,000 hectares, about 1.4 million people live and work, and approximately 40,000 businesses are established. This makes the Delfland region one of the most densely populated and most highly industrialized areas of the Netherlands. The region is furthermore renowned for its intensive glasshouse horticulture.

The three key tasks of Delfland - maintenance of dikes and dams, water level control, and water quality control - initially do not seem to have much in common. But often you cannot view one task separate from the other. The manner in which you construct and maintain quays, for example, has consequences for the quality of the water. Which is why Delfland always performs its tasks with "a broad view". In other words: taking into account all possible relevant factors. This is also known as integrated water management. To that end, Delfland strives for cooperation with other authorities and institutions.

The IT challenges

Arnold van der Ent is the system administrator within Delfland's IT department and responsible for the management of a complex distributed desktop infrastructure. Within the strict business requirements and government regulations Arnold and his team have to manage an environment with a large amount of complex (legacy) applications, a mix of fat clients, laptops, Citrix sessions and the challenge to deliver IT resources to employees in the field, at home and to employees sharing the same desktop in multiple offices. An environment that, in the long run, would challenge Delfland to meet the high service agreements expected by the citizens they serve.

Arnold explains "To reduce the ever growing complexity, we started a project to reinvent our desktop infrastructure. Delfland needed to design an environment that would allow their users to be able to use the same desktop, with the same set of applications and settings on every location and on every device, managed from one single management console. A requirement we were unable to meet with the existing Citrix environment. This environment was considered outdated and too complex to manage. Next to that, our IT department was unable to deliver a growing number of applications to employees in the field."

VMware View 4.6

To meet the requirements regarding central management and to be able to deliver one consistent desktop to their users anytime, anywhere, it was clear that the solution needed to be a desktop virtualization solution (VDI). After an extensive search for VDI solutions, Delfland decided to use VMware View because of its effortless learning curve and the fact that Delfland was already using VMware's ESX server virtualization architecture. On top of VMware View, Delfland decided to use Scense Workspace Management and Symantec Workspace Virtualization.

Scense Workspace Management

To manage and deliver the personalization layer and dynamic applications to a virtual desktop, it is recommended to add a workspace management solution like Scense. Scense Workspace Management will guarantee a personalized, fully functional virtual desktop to every user, on any device. Because of the desktop agnostic approach of Scense, the exact same desktop experience will also be available outside the virtual desktop environment: on fat clients, laptops or employee owned devices.

Delfland Waterboard

- Dynamic applications
- No re-imaging of templates
- Cost- and storage savings
- Support Symantec SWV
- Support VMWare View 4.6
- Central management



Challenge

Providing one consistent virtual and personal desktop to all users anywhere.

Solution

User workspace management for delivering and managing dynamic applications in a personalized workspace.

Arnold explains the added value of Scense. "Because Scense also manages the content of the master templates we use to create persistent and non persistent virtual desktops, these templates are always up to date. As a result, the virtual desktops are fully functional from the start. We don't need to reimagine our templates and can now recompose our desktops whenever we like. This results in savings in costs and storage".

Agnostic approach to application delivery

Scense also has an agnostic approach to application delivery, supporting locally installed applications and virtualized applications. Arnold explains: "Because of Scense support for Symantec's SWV, we were able to keep this application virtualization solution in place. Symantec SWV had the best results in virtualizing our most complex applications and without this support, we would not be able to deliver these crucial applications to our users"

The migration to the new virtual environment was a seamless experience to Delfland. Because the applications and desktop configurations were already managed centrally by Scense, the only thing needed to create a fully functional virtual desktop was installing a Scense client.

Arnold concludes: "The decision we made earlier to use Scense, paid off once again immediately in this project. During the VDI selection process, we did not have to focus on selecting new techniques to deliver applications or manage desktops. We just needed to focus on the selection of a virtual desktop architecture itself. Scense did not force us to limit our options: they support them all!"

Additional Results and Benefits

Next to the added value mentioned by Delfland, Scense has a proven track record with VDI implementations. Adding Scense to a VDI implementation will result in:

- Reduction of VDI storage costs with 75%
- Cost savings on application delivery with \$800 per application per year
- Cost savings on imaging with at least \$25 per pc per year
- Reduction of P2V migration costs and throughput time with 50%
- Adding context awareness to VDI environments
- Increase in User Acceptance
- Consistent desktop delivery before during and after the VDI migration
- Improved management and control of *all* desktops

About Scense

Scense is the thought-leader in Next Generation Workspace Management by delivering dynamic applications in a personalized workspace to hundreds of thousands of satisfied users worldwide. Scense's unique patented technology dynamically configures Windows applications and provision them in real-time with the necessary personal setting to physical and virtual personalized workspaces.