



- **Government**
- **150 employees**
- **150 PC's**
- **50 applications**
- **Implemented by:**



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## Better service to the public with Scense

The local government of Lisse encompasses the village of Lisse and a hamlet called De Engel. Lisse is situated in the heart of the Netherlands' western, industrialized region, Lisse is a stone's throw away from Schiphol Airport and major cities like Amsterdam, Haarlem, Leiden and The Hague.

### The Challenges

With some 150 government employees, Lisse committed itself to a better service for its inhabitants. On top of this the town wanted to improve the management of its ICT services and to offer its employees the opportunity to work flexible hours. The town uses its own application package, which until now had to be installed on every PC locally. This complexity made it impossible for the IT department to have flexible work places.

### Scense

Lisse already implemented Altiris (Symantic) and because of the need of flexible hours and work places, Scense was recommended to them. After reviewing several solutions, Lisse decided to do a pilot project with Scense, since the IT department felt that Scense offered the best options. Dorien Brauckmann, Lisse's IT consultant, says: " We had more trust in the Scense solution, since it was a proven concept. After the approval of the council, we authorized a pilot program and we started with an overview of all applications."

### The business case

The pilot was successful and within 5 months, Scense was deployed in all departments. One example is the 'council shop'. Inhabitants of Lisse only have to go to one place, where all there questions are handled. The employees of this 'council shop', can use whatever PC is available. They will always get their own profile, data and applications. And the IT department has been able to raise their productivity, thanks to the speed of the Scense solution.

Dorien Brauckmann explains that the biggest advantage of Scense is the fact that IT can add applications to the active directory very quickly. "It saves hours per application and thus we save money. The public is better served and our employees enjoy more flexibility. We work very closely with some other towns and we will definitely discuss our solution with them." She finishes with praise for the support and technical understanding of Commit-IT.

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