

# City of Deventer Empowers Workers with Ivanti Workspace Control



## Benefits at a Glance

The City of Deventer has seen a variety of improvements with Ivanti Workspace Control

### For Workers:

- More flexible working styles for users
- A consistent environment across any location or device
- Faster response time from IT
- Better overall user experience

### For IT:

- Cost savings through improved license management; users only have access to apps based on permissions
- Time savings from manual activities that allow IT to focus more on innovation
- Software delivery and management is centralized, eliminating manual PC updates
- Easy and quick implementation
- Intuitive and easy to use for administrators

Deventer is one of the five oldest cities in the Netherlands but boasts a modern and innovative council that supports more than 98,000 inhabitants. The municipality's 1,500 employees are responsible for a variety of renewal projects and other initiatives aimed at improving the quality of life of the city's residents.

Deventer has been working along with the municipalities of Olst-Wijhe and Raalte on combined IT services. The cities' employees were working in an older Windows Vista environment. Every employee had a personal PC with locally installed software, which presented limitations when workers needed to work from different places or different devices.

## Challenge

The IT teams wanted to address the challenges that existed around giving employees a more flexible, yet secure technology experience. "Nine times out of ten, a user was linked to a specific workstation and could not move," said Remco Tigchelaar of the Workplace Management Department at the Municipality of Deventer. "Because of that, we would not offer much flexibility and working at other locations was complicated."

In this environment, workers who wanted to telecommute used an outdated IP-connection approach to take over their fixed workstation. IT wanted to improve this experience. "We wanted to facilitate new working styles for employees across the three municipalities. We believed that everyone should be able to work anywhere," said Tigchelaar.

The municipality kicked off a Virtual Desktop Infrastructure (VDI) project to enable remote working, but wanted to ensure it would still have the right level of controls in place.

“We wanted to avoid users having access to apps that they should not use because it would increase costs enormously. So we needed a solution that allowed us to centrally regulate everyone’s access to only the software they need,” said Tigchelaar.

### Reducing Complexity with Ivanti Workspace Control

Deventer Council decided to replace the Windows Vista environment with a virtualized Windows 7 desktop. When it came to managing the user profiles in this environment, Tigchelaar turned to Ivanti® Workspace Control based on his previous experiences with the technology.

“I knew Ivanti Workspace Control and was aware of all the possibilities it provided. Ivanti Workspace Control offers enormous potential and flexibility that can be tailored to each user. You designate the specific applications to which employees are entitled, so you avoid incurring costs for licenses not being used. It is very powerful for managing app licensing and usage. For example, for certain apps we only purchased a small number of 20 licenses. The 21st user is informed that no additional licenses are currently available, protecting us from falling out of compliance. Another benefit we found from Ivanti Workspace Control is that you can standardize the experience for each user. Wherever you are and on whatever device you log in to, it all looks the same for the user.”

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**Remco Tigchelaar**  
Workplace Management  
Department at the Municipality of Deventer

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### The Implementation

For the implementation, Deventer turned to its local partner, PQR, to collaborate on the design and deployment of a VMware View VDI environment.

“Before you redesign your infrastructure, you need to make some important decisions,” says Tigchelaar. “For example, what kind of database did we want to use? And because we work with several municipalities in various locations, we needed to map the connections between sites. Once we considered all of the potential obstacles and came up with a clear design, PQR helped us implement.”

Tigchelaar was happy that the implementation went smoothly. His team worked to organize and assign the correct levels of privileges and applications for users within Ivanti Workspace Control. Today the city has 1,300 Workspace Control users and they are centrally managing the access to more than 900 apps and objects. IT is able to support employees in all areas from a single location.

According to Tigchelaar, one of the biggest advantages of Ivanti Workspace Control was its simplicity and ease of use.

“You do not need extensive training to learn how to operate Workspace Control. It is easy to teach others, and they can intuitively find their way around the system. Thanks to this simplicity, it is much easier for our helpdesk staff to answer employees’ questions and help them with any problems that come up.”

#### Learn More



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