



About Gemeente Steenwijkerland



<https://www.steenwijkerland.nl/>

Steenwijkerland is a municipality in the province of Overijssel, in the eastern part of The Netherlands. With a population of around 44,000, the municipality forms the entire northwesterly corner of the province, and borders with the province of Friesland.

Steenwijkerland is responsible for delivering services to those that live within the municipality, such as collecting taxes, managing public spaces, highway maintenance as well as passport and driving license applications.

About the Gemeente Steenwijkerland project

Gemeente (City Council) of Steenwijkerland have around 450 users and client devices, across three sites. As part of their deployment of Citrix Workspace and VDI they are consolidating sites and relocating users to the other two existing site locations. They needed a solution that would allow them to easily accomplish this migration without having to spend time reconfiguring and rebuilding devices. Another key requirement was to deliver a better end user experience. The incumbent solution was not only causing end user issues in that they couldn't perform the most simplest of configuration tasks, but also taking up valuable time from the IT team in having to deliver this basic level of administration.

Why Thinkiosk from ThinScale?

Thinkiosk was recommended to Gemeente Steenwijkerland by PQR, a leading VDI consulting partner in The Netherlands. After performing an assessment on the requirements, Thinkiosk was chosen to deliver two core benefits. A significant enhancement in end user experience and a significant reduction in the time taken to manage the existing solution. Thinkiosk has delivered on all of these requirements and many more besides.

“End users were using the HP easy shell but the user experience was not great, especially when using multi screens, or if they needed to make any configuration changes. The IT admin team would have to spend at least 30 minutes each time in having to reconfigure the screen resolution, or change the language settings.”

Frank Slomp – Systems Administrator

Thinkiosk delivers flexibility for IT and the end users

By deploying Thinkiosk, Gemeente Steenwijkerland is now able to easily migrate end users from one device to another, simply by dragging and dropping the device to a new profile container. The time to completely reimage or patch devices was cut from hours to minutes. Before Thinkiosk Gemeente Steenwijkerland spent time every Friday on imaging tasks. Now, by deploying a golden image containing three or four apps, changes can be made using the Thinkiosk profile, saving valuable time for the IT team, and ensuring there is no disruption to the end users.

“We could continue to waste our time with our current solution or we could deploy the ThinScale Thinkiosk solution. It used to take an hour and a half or so to configure a thin client with HP, but with Thinkiosk it takes about 2 minutes, even if you have the write filter enabled!”

Frank Slomp – Systems Administrator

Enabling secure and dynamic thin client computing environments with Thinkiosk

Gemeente Steenwijkerland deployed six Thinkiosk profiles, each one designed to cover a different use cases. By having profiles for standalone users (locally installed apps for non-VDI users), office-based profiles, remote-based profiles, and so on, they were able to create a dynamic and secure thin client environment, with each end user having access to exactly the right tools and apps relevant to their job role. Should a user move roles, previously they had to wait a few days to get a new client, but now with Thinkiosk they have it ready and delivered immediately.

Thinkiosk reduces the time, cost, and complexity of thin client management

Simple management tasks are now undertaken by the service desk rather than the IT team, freeing the IT team to work on more strategic business lead projects. With role-based admin, the service desk can simply move user profiles without changing them. For end users they no longer need to call the service desk as they can perform local configuration tasks themselves, all via the secure workspace user interface.