



Dagelijksleven
Gewoon, als thuis

Liquit Helps Modernize Management and Implementation of Dutch healthcare Organization's Digital Workspaces

The organization now boasts automatic role-based application deployment with anytime, anywhere access for its hundreds of employees.

Customer: Dagelijks Leven provides specialized care for people with dementia throughout the Netherlands with a workforce of over 2500 spread across 75 homes with as many as fifteen new locations opened each year.

Challenge: The three person IT team could not efficiently deploy, maintain, and update all applications and devices across the healthcare organization. Manual on-premises installation of a standard Microsoft image alone takes half an hour per employee. Dagelijks Leven wants to make IT as easy as possible, for both IT and healthcare employees.

Solution: Liquit Workspace delivers fully automated application access and functionality to the managed devices of Dagelijks Leven from the cloud. Interruptions are resolved behind the scenes so that users can always access their own application environment.

Results: The installation of new devices at new locations is 100 percent automated, which saves up to 2 hours per location. Users have the same desktop and access to their own account everywhere on all managed devices. Changes or failures in the application provisioning are solved by Liquit along with Single Sign-On to reduce Identity Access Management questions for the IT department.

About Dagelijks Leven

Dagelijks Leven offers specialized care for people with dementia or other forms of memory loss all through the Netherlands. This takes place in small-scale settings and in the heart of the community, in more than 75 different homes throughout the country. Dagelijks Leven offers a safe, social, and familiar environment, where attention and quality of life are paramount. A place where it is nice to live - just like at home.

The care workers at Dagelijks Leven must be able to focus on delivering the best care possible. That means ensuring IT, computers, and telephones work transparently, and are available when they need them. The IT department in turn wants to spend as little time as possible on time-consuming, manual, and repetitive tasks. Dagelijks Leven therefore opted for a modern Liquit Workspace, where everyone only sees the applications that belong to their function and which are automated, implemented and managed from the cloud.

The Process and Information department consists of Process and Information Manager Ingrid ten Napel and two functional administrators operating from their headquarters in Apeldoorn. They ensure that IT functionality is available to all employee with the same IT environment and systems offered in every location. This encompasses approximately 2,500 users with 30 employees per location using the 225 iPads and 300 fixed computers managed by the IT department throughout the day.

Applications based on function

In the old situation, the standard Windows desktop was used with shortcuts to applications needed for providing optimum care, such as AFAS, Nedap, Ncare, and a Microsoft email account. All devices were installed manually, and everyone was offered the same technology via the desktop. Dagelijks Leven's Ingrid ten Napel explains the many benefits of Liquit:

“We aim to manage IT at all locations with as few people as possible, so, it should be as easy as possible for the employees. Our goal was a modern workplace for the employees, where applications are delivered on all managed devices.”





With Liquit Workspace, device deployment and installation are automated, and applications are delivered to all users from a universal application catalog. Employees are offered role-specific access to the right applications based on their functional need. This eliminates confusing access to applications that care workers do not need. “Now employees only get the applications that go with their job, and there are no applications on their desktop that they don’t need,” says Ingrid.

“Liquit offers a private desktop, with the look and feel of Dagelijks Leven branding along with numerous other advantages of Liquit Workspace: if a URL changes or an application fails, you are automatically sent to an emergency portal. Colleagues don’t have to think about it themselves, because Liquit takes care of it behind the scenes, so it couldn’t be easier.”

A time savings of 100 percent

According to Ingrid, Dagelijks Leven is growing by about 10-15 new locations each year, so it’s vital that the new platform grows with it:

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“We started with everything on-premises, and now everything is in the cloud with Liquit, which makes application provisioning and deployment automatic. With Liquit, there is no need for a large IT department because most actions are now automated. This saves a significant amount of time and money that can be devoted to patient care across our homes.”

We can’t make it any easier!

The IT department is spared many manual repetitive actions, which are now automated with Liquit Workspace. The platform is easy to scale up, making it easy to provide quick access to the right software image. This limits end user help-desk questions because Liquit Workspace provides IT with the transparent control they need in the right way.

By selecting ‘only on managed devices’ in Liquit, the environment is shielded from private laptops, which benefits security. Healthcare employees are very enthusiastic about the Single Sign-On (SSO) option that empowers them to log in once and have access to all their applications via their workspace. Equally important is the peace of mind that any malfunctions are resolved automatically by Liquit.

“Liquit is set up like a familiar and recognizable desktop,” explained Ingrid. The switch from a perceived Windows desktop to a Liquit desktop is transparent for the workforce. We wanted to make the transition as easy as possible and we succeeded.”

About Liquit

Founded in 2015 in the Netherlands, Liquit is a software vendor that delivers Enterprise-ready End-to-End Application Management for Hybrid Environments. Liquit bridges the gap between the IT department and the end-users. The Liquit platform makes accessing corporate IT resources for end-users less complex and easier than ever. With Liquit, IT departments have the tools that empower them to immediately respond to business requirements, enhance user productivity, and give their organization a competitive advantage.



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