



DE FRYSKE MARREN

Liquit Improves User Satisfaction and Lowers Management Burden at De Fryske Marren

Municipality migrates to new front-end infrastructure.

Customer: De Fryske Marren is a municipality in the province of Friesland, the Netherlands. The municipality is a merger between several other municipalities and has approximately 51,678 inhabitants.

Challenge: Their workstation platform supporting the information and communications technology required a migration from Windows 7 to Windows 10 and their hundreds of users needed a modern way to access and manage applications while ensuring a transparent and seamless migration process.

Solution: Liquit Workspace with Liquit Release & Patch Management was deployed, allowing De Fryske Marren to migrate to Windows 10 while delivering applications, deploy updates and patches seamlessly, along with many other advantages.

Results: Over 375 employees of the municipality of De Fryske Marren now have single sign on access to all applications via a flexible workspace environment based on Liquit Workspace featuring a Windows 10 OS update. The completely modern and fast ICT environment enables all employees to have anywhere, anytime, any device access while a streamlined and fast management environment gives the IT department more time for innovation.

Municipality of De Fryske Marren

De Fryske Marren is a municipality in the province of Friesland with a town hall in Joure. The municipality is a merger between Gaasterland-Sloten, Lemsterland, Skarsterlân and part of Boornsterhem around Terhorne. The municipality has about 51,678 inhabitants.

Workspace flexibility

The municipality previously operated on a workstation platform based on Windows 7 with ZENworks Configuration Management (ZCM). ZCM was used for the delivery of applications to the employee and as a configuration management system in which various workstations were physically and virtually included. "Our employees were used to a flexible workstation concept based on server-based computing. They logged onto a workstation running at our data center," says Marco Schaap, policy officer for ICT and coordinator for Automation at De Fryske Marren. "At the end of the working day, the workstation was cleaned up, so it was ready for someone else again on the next day."

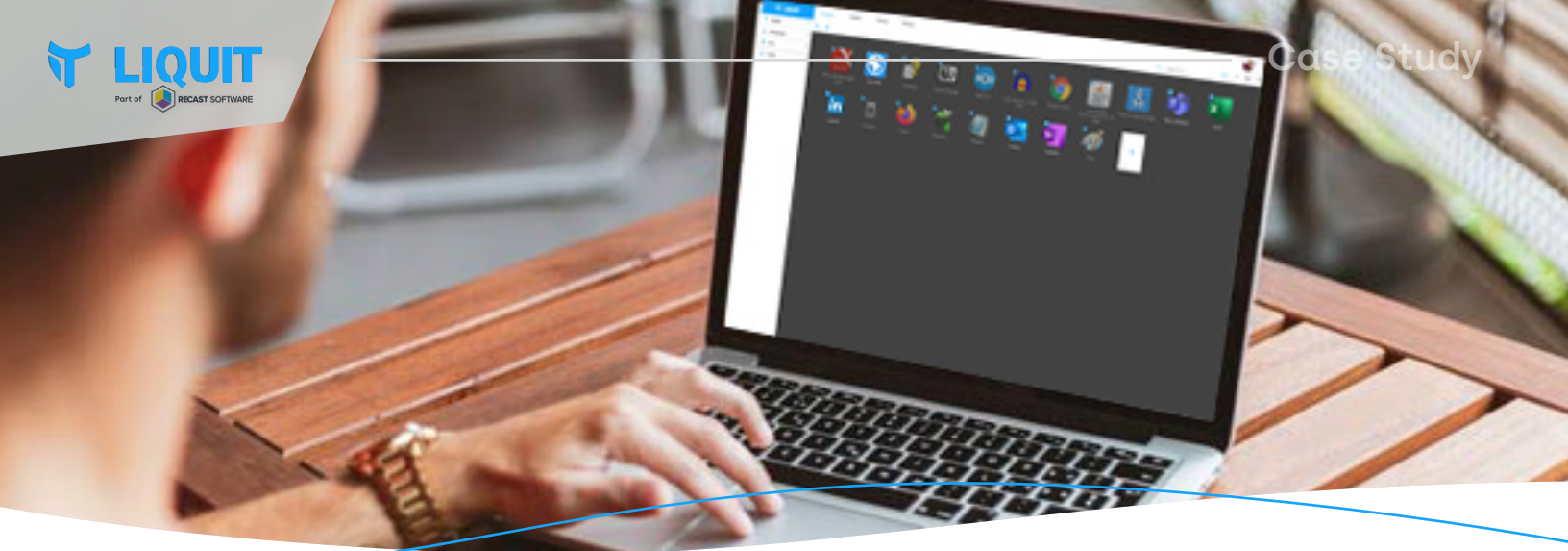
Efficient Management Saves Time

According to Marco, the IT department came with the request to renew the front-end infrastructure based on resolving several challenges:

"We knew the date when Windows 7 would go end of life. We started a conversation with our implementation partner Netflex about a migration project from Windows 7 to Windows 10 where the role of ZCM was also discussed. As an alternative, we were offered Liquit Workspace including Liquit Release & Patch Management. The demos of the product were well received, and what stood out for us was the efficiency in packaging and management, which saved us a lot of time while making it much easier to control access from outside. We made the decision to switch fairly quickly, which was partially based on the approaching contract ending with ZCM."

Migration with the support of Netflex

Marco explained how the internal De Fryske Marren IT department worked very closely with Netflex in the migration process. "We asked if the project manager who has already rolled out several IT projects with us could help us this time as well. We received advice in terms of the design of the virtual desktop infrastructure and help with the implementation of various solutions in our infrastructure. Not only did we migrate from Windows 7 to Windows 10, but we also implemented Liquit Workspace with Liquit Release & Patch Management.



“We also switched to a different type of image, based on the Microsoft Deployment Toolkit, and we set up our update mechanism differently with Windows Server Update Services. In addition, we jointly started to get all applications technically and functionally ready for the new platform. We completed the project within nine months, from the first implementation designs to going live. Well in time before the end date of Windows 7 support.”

Developing further with Liquit

With a clearly superior solution from Liquit and implementation approach from Netflix, Marco and the entire team saw a clear path to meeting their project goals:

“The step to engage Netflix for this project was obvious because we were able to put their offer and Liquit, into a form that was convenient for us in terms of lead time and procurement needs. Liquit is used as a means of application access and deployment that is easy for the user and the IT department to manage. ZENworks had become one of several solution contender finalists along with Liquit, and we quickly recognized the same flexibility but in leaner form in terms of footprint on our system. There are also many more possibilities for further development, so we’re currently working on adding new features. The change was much simpler and transparent, so it took everyone less time to adapt to the new situation.”

Simplified management across multiple locations
The solution went live at the end of 2019, and since then, some 375 concurrent users with some 700 accounts have accessed all applications and settings in a flexible and modern way, according to Marco:

“User satisfaction has gone up and the management burden down. Our people normally work at one of two large offices, but now they work from home. Our field team consists of about 200 people, who work at three locations from where they can access their workstations if needed.

Employees working from 27 different locations can now log into zero clients with Multi-Factor Authentication on their phones and use Liquit.”

“The transition required minimal training and support over several days for end users while the IT team has a much simpler process for image updating and rollout of standard applications with Liquit. Like everyone, our workforce is now dealing with 24-hour service with more things offered digitally, so the backend process must be available to support them. The shorter the process for management, the better we can focus as an automation department on things that users come up against and renewals that we need to implement.”

Change without user disruption

Marco and his team believe that the user should notice as little as possible of ICT (changes). “If someone gets Windows 10 instead of Windows 7 and Liquit instead of ZCM in front of them, of course they think ‘Hey, that’s new!’ But this change does not involve a steep learning curve or an unusual way of working. We as administrators benefit greatly when employees notice little of the change.”

Jan van der Veen, communications consultant: “I know that the workspace has changed, because the items on my screen look different. But I can do the same - and more - with them. For example, by right-clicking on an application object I can start it automatically. The progress of installations is also more visual and clearer in Liquit. The shell itself is a lot nicer than in the previous package, the change was not disruptive in any way.”

Simplified

Marco concludes, “The way the new front-end infrastructure works for us correlates well with the way we view our infrastructure and its management. Satisfaction among our users is higher, and management of the environment has become easier.”

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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