

City Council Lisse

Workspace personalization gives flexibility to users, but central control for IT.



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Better public service in Lisse

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 and is just a stone's throw away from Schiphol Airport and major cities like Amsterdam, Haarlem, Leiden and The Hague.

The IT Challenges

With some 150 government employees, the city council of Lisse committed itself to a better service for all of its inhabitants. Additionally the city council of Lisse wanted to improve the management of its internal IT services by offering its government employees the opportunity to work flexible hours. For years, the town has used its own application packages, which until now had to be installed on every PC or desktop locally. This complexity made it impossible for the IT department to have flexible workspaces.

Workspace personalization

Lisse already implemented the application virtualization solution of Altiris (Symantec). In addition to that technology, Scense was recommended to them by their IT Partner Commit-IT to enable the freedom needed to realize flexible working hours and workspaces. In other words to make the employee independent of the computer, place and time where they will be working.

Scense Workspace Management

After reviewing several solutions, Lisse decided to do a pilot project with Scense workspace management, since the IT department felt that Scense offered the best options. Dorien Brauckmann, IT consultant at the city council Lisse, says: "We had more confidence in the Scense solution as 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 pilot was successful and within 5 months the Scense workspace management solution was deployed in all departments."

Flexibility for users, full control for IT

One example is the 'council shop'. Inhabitants of Lisse only have to go to one central place where all their questions are handled. The employees of this 'council shop' can use whatever desktop available and now always get their own profile, data and applications. At the same time the IT department has been able to increase their productivity, due to the simple and instant usage of the Scense solution.

Dorien Brauckmann explains that the main 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 definitely discuss our solution with them." She finishes with praise for the support and technical understanding of Commit-IT.

About Scense

Scense is the thought-leader in Next Generation Workspace Management by delivering dynamic applications in a personalized workspace to hundreds of thousands of satisfied users worldwide. Scense's unique patented technology dynamically configures Windows applications and provision them in real-time with the necessary personal setting to physical and virtual personalized workspaces.