



CUSTOMER SUCCESS

ROC Mondriaan

Scense User Workspace Management Creates a Virtual, Centralized Workspace for 20,000 Students

Peter Cornet and his team were wearing out the soles of their shoes managing the 7,000 endpoint estate to the ROC Mondriaan education institute in The Netherlands. Regular physical on-site interventions, manual imaging and provisioning, and other tasks meant this IT manager was almost overwhelmed by the constantly changing, high maintenance end-users and 450 applications. In response, ROC Mondriaan partnered with Scense B.V., one of the Netherlands' fastest-growing providers of workspace management solutions. The Scense User Workspace Management solution eliminates complexity within the institute's environment, by managing and delivering applications and desktops transparently together. The Scense dynamic workspace virtualization solution, which works in conjunction with Symantec™ Endpoint Virtualization Suite, has enabled ROC Mondriaan to re-deploy 15 of the 40 staff previously managing endpoints, reduce the time needed to provision a typical 30-endpoint classroom from four days to a few hours, and provide the 20,000 students and 2,500 staff with fast, easy access to data and applications. It's also secure, compliance, and highly cost effective. So Cornet's team now have time spare to buy new shoes.

Education provider looking to boost efficiency

The education sector is not immune to the cold creep of economic austerity. As the public and private sectors now battle to increase efficiency and productivity, education providers need to maximize the use of their internal resources and optimize operational efficiency, without impacting the quality of services or the IT security provided to students.

ROC Mondriaan is no different. The regional education center provides a wide range of vocational, adult education, and job training services to more than 20,000 students in The Hague region of The Netherlands. ROC Mondriaan is an amalgamation of various different schools and until recently every education provider managed its own IT services. Each of the sites had its own IT staff and made use of different platforms and solutions. Managing the 20,000 students, 2,500 staff end users, and up to 450 applications was also difficult as the students and classes were not linked to specific sites and were regularly changing.

ORGANIZATION PROFILE

Website: www.rocmondriaan.nl

Industry: Education

Headquarters: The Hague, The Netherlands

SYMANTEC SOLUTIONS

Endpoint Virtualization

Why Symantec?

- Technology embedded within Scense User Workspace Management solution
- Scense track record in client management
- Ease of use and proven nature of Scense solution

Peter Cornet, IT manager at ROC Mondriaan, highlights a graphic example of how difficult it was to manage the desktops and laptops estate. “Whenever a new application was required, IT staff had to install it manually at every site. With 7,000 PCs and laptops distributed over several locations, this could take weeks. In addition, the installation of software and updates had to be carried out at weekends and in the holidays because strict government regulations required every student to receive 850 hours of training annually. Losing valuable teaching time in order to resolve IT issues was not an option. Altogether, we had 30 or 40 IT staff kept busy with urgent IT problems.”

Calls for greater flexibility and easier application access

Against this backdrop, ROC Mondriaan needed to guard against security and compliances breaches. Despite the call from end users for greater flexibility and easier access to data and applications, Cornet and his team recognized that any leak of sensitive information would have serious repercussions, both in terms of student confidentiality and the school’s reputation. “Today’s generation of students want to access data anywhere, anytime, on any device,” says Cornet. “To deliver this user-centric approach, we needed to offer them a productive workspace—one that did not threaten security, manageability, or compliance.”

ROC Mondriaan was therefore looking for revolution, not evolution, in the way IT services were delivered. The education provider wanted every tutor and every student to be able to log on at any location, with access to their own profile, data, and applications—irrespective of the hardware available.

To achieve its ambitions, ROC Mondriaan partnered with Scense, one of the world’s fastest-growing providers of workspace management solutions. As an independent software vendor dedicated to the realization of dynamic workspaces, Scense has developed a user-centric desktop management and application delivery solution—Scense User Workspace Management—for Microsoft Windows environments. The solution separates information concerning applications,

SOLUTIONS AT A GLANCE

Key Challenges

- Streamline heterogeneous and complex client management
- Free up IT staff time to devote to higher level tasks
- Introduce secure, compliant workspace

Products

- Scense Workspace Management 7.5
- Symantec™ Endpoint Virtualization Suite, including
 - Symantec™ Workspace Virtualization

Symantec Partner

- Scense B.V. (www.scense.com)

Technology Environment

- End users: Approximately 20,000 students and 2,500 staff
- Hardware: 7,000 PCs and laptops
- Virtualization: VMware
- Operating systems: Microsoft Windows XP (imminent upgrade to Windows 7)
- Applications: Up to 450, including Microsoft Office and bespoke education applications

BUSINESS RESULTS AND TECHNICAL BENEFITS

- Enabled education institute to re-deploy 15 of the 40 staff previously managing endpoints
- Reduced time needed to provision a 30-endpoint classroom from four days to a few hours
- Provided fast, easy access to data and applications
- Enabled tutors and students to log on at any location and access their own data
- Eliminated need to buy copious new hardware or re-architect the infrastructure
- Minimized disruption to day-to-day operations
- Improved management and control of endpoints
- Reduced total cost of ownership of laptops and desktops
- Delivered data and applications securely and transparently to end users
- Streamlined migration to Windows 7

desktop configurations, and users and stores it in a central database. This information is managed centrally in one management console and used during the full user session from machine start up until shutdown.

“The Scense project team were particularly responsive,” Cornet explains. “They visited us immediately and carried out a pilot installation of their User Workspace Management solution on 400 PCs used in our Economics classes. One of the great advantages of using Scense was their ‘can do’ attitude: they tackled any problems that arose, took responsibility for the implementation, and delivered a consistently professional approach through the project. Their understanding of our market, of the workspace technology, and their commitment and professionalism throughout the program schedule were all excellent.”

“Last year, we needed to provision a new ROC Mondriaan building and we were looking at four days to complete the go-live. Using Scense User Workspace Management, the entire building was ready in one day.”

Peter Cornet

IT Manager
ROC Mondriaan

Symantec Endpoint Virtualization Suite

The Scense User Workspace Management technology works in conjunction with Symantec Endpoint Virtualization Suite; specifically Symantec™ Workspace Virtualization. The solution delivers productive and robust workspaces to any of the 20,000 students or members of staff—wherever they are. Each one benefits from a virtual workspace which provides centralized management of shared and dedicated desktop environments and delivers these securely and instantly to any device, for both on-site and remote users.

So how does the Scense solution work? ROC Mondriaan has created Microsoft Active Directory groups, and when a student registers for the first time, they receive a profile indicating which applications are available to them. They also automatically receive a login name and password allowing them to access their profile, data, and applications at any workstation. If the student is not entitled to access, the application is hidden—they only view what they are entitled to view. That's one of the great advantages of Scense User Workspace Management: it takes into consideration a large number of workspace aspects, ranging from the type of device and user identity to current date and its physical location.

“Scense User Workspace Management is a terrific solution,” says Cornet. “ROC Mondriaan did not need to buy a lot of new hardware, nor re-architect the infrastructure. Instead, we gradually moved applications across in the new format and gradually rolled them out. Altogether, it has been a low cost project with barely any disruption to our day-to-day operations.”

Koen Bouwers, chief executive officer of Scense, is proud of his company's achievement at the education institute. “ROC Mondriaan has a heterogeneous and complex IT infrastructure. We worked closely with the institute to become an early adopter of Scense User Workspace Management and

provide users with a highly productive working environment. Wherever they are, whatever application they are using, the technology we have installed for ROC Mondriaan ensures staff and students can work any time, without being concerned about availability, security, or application management. In essence, the solution enables students and staff to get on doing what they do best—learning and teaching.”

The benefits of Scense User Workspace Management are not confined to the end-user. Whereas as many as 40 IT staff were previously caught up with urgent IT problems, issues are now resolved far more quickly and efficiently. The number of helpdesk calls has been dramatically reduced, a greater volume of enquiries are resolved remotely without on-site physical intervention, and Cornet's team can now focus on higher value projects. Altogether, 15 of the 40 IT staff have been re-deployed to other high-value tasks.

Dynamic provisioning has also reduced the launch time for new desktops and applications. Whereas before it might have taken up to four days to provision a classroom with 30 PCs, this can now be completed in a few hours. Moreover, new applications can be imaged to the PC estate in minutes—not days. “Last year, we needed to provision a new ROC Mondriaan building and we were looking at four days to complete the go-live. Using Scense User Workspace Management, the entire building was ready in one day,” says Cornet.

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Peter Cornet
IT Manager
ROC Mondriaan

Streamlines migration to Windows 7

The dynamic Symantec technology also enables Mondriaan to easily manage its forthcoming upgrade to Microsoft Windows 7. “We're currently testing Windows 7 and when we're ready to go, the applications will be too. Thanks to Scense User Workspace Management, the operating system migration should be a straightforward process,” he says.

Cornet concludes, “We are proud to be one of the most internationally focused and innovative educational institutes in The Netherlands, using technologies such as web-based training, IP telephony and wireless networks. Now thanks to Scense User Workspace Management and the Symantec Endpoint Virtualization Suite embedded within it, we can also claim to have a very advanced IT system too.”

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