



Hoogheemraadschap van
Schieland en de Krimpenerwaard

Water Board Schieland & Krimpenerwaard needs to anticipate in stead of react.

The IT environment of the Water Board counts 18 physical and 14 virtual server systems using Windows Server 2003 and Linux. The end-users are provided with 280 fixed and 50 flexible workstations (laptops and desktops) using Windows XP in combination with Microsoft Office 2003. The water board works with a large variety of specific applications, such as INTWIS, a GIS application managing and controlling the water levels. The entire IT infrastructure is administrative and technically managed by an IT division of 8 persons, 3 application managers, 1 development manager, 1 database administrator, 2 system administrators and 1 IT director. The system administrators are also responsible for the helpdesk.

- **Water management**
- **400 employees**
- **330 workstations**
- **32 servers**
- **127 applications**

The challenges

The Water Board wanted to give the IT division more time and space to start new developments towards improving their IT environment. The implementation of a central desktop management solution would provide time reductions allowing this development. Evert de Rijke, coordinating the system administration at the water board, explains: “it was clear to us that we had to become pro-active in order to continue offering an IT infrastructure that responds to the challenges and complexity of today and the future. We quickly established that 80% of our daily activities were executed in the reactive mode, such as replacing a toner, installing a CD on a work station and answering questions from end-users about applications that weren’t working.”

Requirements

A short, but powerful list with requirements was built by the water board. “Our mission was to find a simple, but powerful solution for desktop management that could be implemented swiftly without months of training being necessary. This solution would allow us to generate a quick return on investment in terms of increased efficiency. We did not have approval to hire an additional FTE, therefore the solution had to be compact and easy to administer. Our final requirement was that the solution we were looking for would offer a stable environment for our end-users, thus ending the numerous problems we had with application conflicts because of the fact that we work with a combination of Microsoft applications and non-Microsoft applications in a Microsoft environment.”

Scense

The water board has taken plenty of time to investigate and evaluate the available solutions in the market. Solutions such as Microsoft SMS have been extensively tested and the water board visited several other water boards, public bodies and commercial businesses to see these solutions working in a production environment. Scense was found to be the best solution for the water board. Evert de Rijke: “There is nothing wrong with solutions such as Microsoft SMS, but we found these solutions a bit too extensive for what we were looking for.”

“Before deployment of Scense the IT department spent 80% of their time at workstation- and application management. Now this is reduced to 20%. This decrease in workload has been used to the advantage of the IT department by further developing their IT infrastructure.”

About Water Board Schieland & Krimpenerwaard

Water Board Schieland and the Krimpenerwaard is one of the Dutch twenty-seven water authorities. The area in which the water board operates is bordered by Rotterdam, Schoonhoven and Zoetermeer and stretches an area of about 35.100 hectares. Dry areas need to be irrigated, wet areas drained, high waters checked, water has to be stored in reservoirs and discharged again during dry periods, heavy rainfall must sometimes be stored temporarily in the ground before being drained off and the water table may not be too low. This is what water management is all about.



“For desktop management, Scense was the ideal solution. The solutions have been developed in a different way than for example Microsoft SMS, with a strong “end-user focus”

Implementation

de Rijke: ‘We have spent approximately between 3-4 months preparing the implementation and migration. For us, it was not just about implementing Scense, we wanted to take the Scense deployment as an opportunity to centralize and optimize as much of our IT environment as possible. As an example of this we have implemented a central printer environment. The actual migration and converting all our work stations was completed in 2.5 weeks.

The business case

The migration yielded many advantages, both for end-users as the system administrators. “Our end-users logon, using a dynamic logon/logoff script, at any workstation they want and can request the most up-to-date applications at the Scense database. If an application is not available, they will receive a notification of this (instead of an error message or a crashing system). The stability has been improved because the Scense repository compares different files from different versions to avoid application conflicts. End-users are no longer obligatory to work on a fixed workstation, the usage of the dynamic logon/logoff scripts ensure all settings are transferred to any workstation.”

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This

decrease in workload has been used to the advantage of the IT department by further developing their IT infrastructure.

The IT department has indeed become more pro-active, and since the implementation of Scense in 2005 a number of strategic projects have been realized that otherwise could not have been implemented with the same number of FTE’s.

We are able to anticipate instead of react!

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