# Deltion College

## The art of servicing 17.000 mobile customers

**Deltion College** in Zwolle, the Netherlands, services over 16.000 students in 430 different types of professional education and training. The courses provided by Deltion College enable both young people and adults to obtain a strong (starting) position on the labor market and to participate in an increasingly complex society. Besides that, the IT department also delivers functionality to around 1.200 employees who are dispersed across several campus sites with a small team of 20 IT employees. To support the demand of this diverse and large group of around 17.000 young students, adults and employees with all their individual expectations on flexibility, functionality and mobility, Deltion College recently deployed the Scense Workspace Management Solution.

| Challenges | Solution | Benefits |
|---|---|---|
| Support a constantly changing mixed environment. | Make the workspace independent of devices by modeling them with Scense. | Deliver any application to any user or device in a very flexible IT infrastructure. |

### Anytime, anywhere, any person, any device and any place

Today they are very satisfied with their choice for Scense and the results. Rob Vos, Manager IT, explains that he had to deploy software to almost 4.000 computers on which until recently about 1.700 different applications were running. Next to that challenging task, he was also confronted with the fact that more students and employees were bringing their own laptop and expected availability of all Deltion applications and personalized workspaces on these devices. Furthermore, there has been an exponential growth of people working outside the Deltion network. "It was a real challenge to provision all of these people the right applications and programs on all their different devices. The system we used was definitely not suitable to facilitate and manage these needs". "We were aiming for the 5 A's: anytime, anywhere, any

person, any device and any place. Every student and employee need to have access to our network and only those devices on which the network detects malware can be quarantined.

**Rob Vos**
Manager IT,
Deltion College

"We now are more flexible, have a higher availability and can deliver more added value with the same team."

We also wanted to ensure students would be able to obtain IT services from us on their own laptops". These primary requirements combined, was the basis of our search for a new software solution to realize our philosophy. Deltion College found the Workspace Management solution of Scense and realized it was a perfect fit with their vision. "All 17.000 students and employees needed secure access to the network while functionality had to be guaranteed" says Vos.

## 50% reduction of helpdesk calls

The implementation of Scense started in 2010 and within a short period of time the software was ready to be rolled out and used. "We defined 18 milestones for our IT department until 2013 of which 7 needed to be implemented by our internal IT department. The other 11 goals have been realized by Scense within only 1 year! Since we implemented Scense, the service desk received around 50% less calls. This means an important number of our employees are now able to focus on other important IT tasks. The advantage for our users is definitely that the Scense Workspace Management software is invisible to them; the users just receive their personalized workspace and applications everywhere and they look exactly like on their Windows machine at home."

> "Because of Scense we are now more efficient and effective, and we have realized more of our functionality requirements than ever"

## Cost reduction

Deltion College is also very satisfied from a cost perception. "Partly because we reduced the number of applications to 400 and partly because of the implementtation of Scense, we realized a turn-around in efficiency and effectiveness of our

IT organization" says Vos. They now find that Deltion College is a leader in state of-the-art IT technology and that their environment is optimized for flexibility, mobility and a seamless user experience.

The IT department of Deltion College became 'mean and lean' because of Scense. Vos explains: "We execute IT in a unique way; education and IT work side-by side to get the best results. Every IT student at Deltion College is offered a one month internship on our IT department to obtain basic knowledge of IT in a real life environment. Besides that we also have interns who work with us for half a year and we have regular consultation with the educational departments about the functionality that the different divisions require."

## Think outside the box

Rob is very pleased about the cooperation with Appixoft. "Their support and guidance during the set-up of the environment was excellent. The cooperation was pleasant and pragmatic, especially the fact that Appixoft employees and partners have the ability to think outside the box. They think in solutions and not just products." He continues: "Our next step was the migration to Windows 7. This migration has also been done with and via Scense. It simplified the desktop migration project and removed a lot of manual tasks we should have needed to do when migrating to Windows 7." Rob Vos closes with the insight that multiple similar educational institutes in the Netherlands are currently planning or already deploying the Scense Workspace Management Solution. "I absolute do not regret the change of management system: because of Scense we are now more efficient and effective and we have realized more of our functionality requirements than ever. We are more flexible, have a higher availability and can deliver more added value with the same team."

The 11 milestones realized by Deltion with Scense Workspace Management:

- Professionalize IT services (customer-led, customer friendly and value add)
- Deliver IT service as efficient and effective as possible
- Standardization of applications and PC's (avoid costly migrations)
- Virtualization of desktops
- Virtualization of applications
- Realize high availability
- Enable a higher flexibility (5 A's concept)
- Achieve a reliable and secure IT environment
- Ability to quickly respond to new educational directions with IT (f.e. CGO)
- Swiftly react to new housing (for example flexible scheduling)
- Facilitate "Bring your Own" Computer (student owned laptops)

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## About Appixoft

Through our high-end User Workspace Management solution Scense, we deliver dynamic applications in a personalized workspace to many thousands of satisfied users worldwide. Scense plays a strategic role in delivering functionality and real-time access to the right persons, in time, wherever they happen to be. By doing so, we enable organizations to deliver business-critical applications and information quickly and efficiently. We work towards the ultimate productivity and user experience for both end users and administrators. And with a great sense of honesty: Appixoft provides, Scense delivers!

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