



VMware Horizon 7 improves productivity and collaboration across dispersed teams



Reduces strain on Rome's transport, and lessens environmental impact



Enables IT to work in a more effective way, to securely manage modern operating systems from the cloud

Città Metropolitana di Roma Capitale Creates Smart Working Environment as it Drives Digital Transformation



Città metropolitana di Roma Capitale

Città metropolitana di Roma Capitale is an area of local government in the Lazio region of Italy. Created in 2015 after the law 56/2014, it comprises of the territory of the former province of Roma: the city of Rome and 121 other municipalities. With more than 4.5 million inhabitants, it is the largest metropolitan city in Italy.

Like others in the Italian public sector, Città metropolitana di Roma Capitale is embarking on digital transformation. By embracing VMware Horizon® 7, the municipality has created, for the first time, a smart working policy that enables staff to work from home one day a week. This improves productivity, collaboration and employees' work-life balance – and reduces the strain on the city's transport infrastructure.

Soft mobility, smart working

Città metropolitana di Roma Capitale oversees the running of a wide territorial area with 121 local municipalities and 4.5 million citizens, managing schools to transport, libraries to parks.

Like others in the Italian public sector, it is embarking on digital transformation.

This transformation will be challenging. Many tasks are wedded to bureaucratic paper-based processes; and there is pressure on budgets. Città metropolitana di Roma Capitale must continue to deliver citizen services as it makes these huge changes.

"We have to manage infrastructure," says Stefano Iacobucci, CIO, Città metropolitana di Roma Capitale. "We want to harmonize everything across all 121 municipalities."

INDUSTRY

Public Sector

LOCATION

Rome, Italy

ABOUT THE PARTNER

R1 Group is a VMware Partner, established as a response to a continuously evolving IT market. It offers a combination of consulting services, systems integration, managed services and cloud services. R1group.it.

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The organization wants to be more efficient and more dynamic in the way it creates and delivers services to citizens. To do so it must move away from bureaucratic, fixed ways of working. Città metropolitana di Roma Capitale wants to create a workplace that is mobile, modern and more open to new ways of working.

Iacobucci leads the digital transformation program. He calls this project “soft mobility, smart working”.

The challenge is as much cultural as it is technical. Many of the staff that cover managerial roles within the company have been with the municipality for 10-20 years. Changes can take a long time and can be frustrating. Any solution must be easy for users to adopt.

Città metropolitana di Roma Capitale wanted to enable flexible working for employees. This would improve work-life balance, encourage collaboration between remote teams, and reduce the impact on the city’s transport infrastructure.

Virtual storage, compute and networking

Città metropolitana di Roma Capitale has worked with VMware for more than ten years, says Iacobucci, and a conversation on mobile working was natural: “We analyzed the market for the best solution, we looked at several options, but we found VMware Horizon 7 to be the best match for us.”

VMware Horizon 7 is the leading platform for virtual desktops and applications. It provides end-users access to all of their virtual desktops, applications, and online services through a single digital workspace. It enables Iacobucci’s team to provision virtual or remote desktops and applications through a single VDI and app virtualization platform. This helps streamline the management of the project and allows Città metropolitana di Roma Capitale to add users easily.

“We felt we already had the skills within the company to make use of the VMware solution,” says Iacobucci. “Together with our partner, R1 Group, we created the infrastructure and the necessary customization.”

The solution enables Città metropolitana di Roma Capitale to dynamically allocate resources with virtual storage, virtual compute and virtual networking. This promises to simplify management and drive down costs.

Iacobucci says a close working relationship with VMware helped tackle issues with the implementation: “Like all projects, there are moments when things don’t go so well, but working through these issues gives you an extra boost. It was challenging, but we feel we’ve ended up with a solution that works for a range of users.”

A single digital workspace

Today, Città metropolitana di Roma Capitale has migrated 200 staff in the first phase; within the next two years it will have all 1,200 staff on Horizon 7. Results so far have been excellent, says Iacobucci. Teams are more collaborative, morale is up.

“We’ve created 200 virtual workstations assigned to employees from different departments. At the moment, these staff can do their work out of the office one day a week. As an IT team it has been easy to manage this change. For the 200 colleagues using VMware Horizon 7 it means a better work-life balance. I’d say they’re happier and more motivated.”

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Many staff have embraced the change, others needed more convincing. Before the roll-out there were concerns that staff not seen in the office might not be working. Iacobucci says evidence of productivity has quickly overcome these worries.

Smart working is having a small but significant impact on commuting. More employees working from home means fewer commuters on the road. By the time all 1,200 staff are on Horizon 7, says Iacobucci, this may add up to a noticeable difference to the city’s congestion. If nothing else, Città metropolitana di Roma Capitale now acts as positive influence on smart working policy across the public sector.

“Cultural change will follow,” says Iacobucci. “It used to be that public sector employees thought they needed to be tied to the office. We’ve proved that doesn’t need to be the case. We feel that we’re just at the beginning of a larger change.”

Looking ahead

The successful delivery of the smart working project, Iacobucci continues, demonstrates Rome's ability to take on major IT programs. This increases corporate and user confidence in future projects.

"I'm proud to have implemented a project that is relevant at both a social and productivity level - and also provides an economic return. Better management and better efficiency also mean lower expenses.

"The municipality is now more agile, more efficient and more productive," he says. "The success of the smart working project means we're better able to accelerate digital transformation."



@CittaMetroRoma creates smart working environment with @VMware #Horizon7