



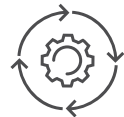
Citizens benefiting from new digital services



Virtual workplace offers employees secure access to relevant applications anytime, anywhere



1,500 workplaces were rolled out at once and within a week 100% of the workforce could work from home



Stable, flexible basis for development and rollout of new digital services

The Municipality of Haarlem lays stable and secure IT foundation to strengthen digital services

Haarlem is a cosmopolitan, energetic municipality in the province of North Holland. It provides vital services such as issuing official documents (a passport or identity card and a driver's license) and issuing benefits to those who cannot provide for themselves. The municipality needed to equip its workforce with digital tools and provide new digital services to its citizens, but its outdated IT infrastructure wasn't up to the task. After implementing VMware Cloud Foundation and VMware Workspace ONE, the municipality of Haarlem took a five-year leap forward in its digital transformation goals. As a result, the employee experience has been improved and the municipality is introducing new digital services to its citizens.

Providing an attractive place to live

The Municipality of Haarlem is the capital of the province of North Holland. The municipality of this cosmopolitan, energetic city offers residents an attractive place to live and is popular with tourists keen to explore beautiful historic city centre. The municipality strives to ensure high quality of living in the area for both citizens and tourists alike.

Foundation for a stable, scalable and flexible IT infrastructure

To keep improving the quality of services provided to its citizens, the Municipality of Haarlem wants to make more services available online. However, its outdated IT



Gemeente Haarlem

Haarlem, the capital of the province of Noord-Holland, has over 160,000 inhabitants and is the second largest city in the province of Noord-Holland after Amsterdam. The municipality of Haarlem is a socially involved and flexible organisation with plenty of room for initiative and innovation.

www.haarlem.nl

INDUSTRY

Public Sector

HEADQUARTERS

Haarlem, the Netherlands

ABOUT ITQ

ITQ is an IT-Consulting firm focused on consultancy and services around the complete VMware-product portfolio with three main services: Professional Services, Support Services and Managed Services. They are a fully independent business, one that does not sell software or hardware, but instead focuses on knowledge.

<https://itq.eu/>

VMWARE FOOTPRINT

VMware Cloud Foundation™
VMware Workspace ONE®
VMware NSX® Data Center



infrastructure was limiting progress. This caused problems for employees. It took a long time for them to log in and the systems were slow at times, which made it difficult to work from home. This impacted employee productivity and was slowing down the introduction of digital services for citizens. The IT infrastructure had to be modernized.

The municipality decided to invest and modernize its data center, including the virtual workplace environment. Thomas van den Hoff, project leader/scrum master at the Municipality of Haarlem, says: “As a municipality, we want to lead the way, but we first had to have the basics in place. That is why VMware partner ITQ made a business case and a design based on our vision, requirements and wishes. The modernized data center consists of a hybrid cloud-ready underlay based on VMware Cloud Foundation and offers the foundation for a stable, scalable and flexible IT infrastructure.”

The municipality of Haarlem wants to use the latest technology to provide optimal service to employees and citizens. Frank Nijman, Account Manager at ITQ: “Using VMware Cloud Foundation and VMware NSX Data Center, their data center has been virtualized in a smart way. Compute, storage and network are no longer managed separately. By virtualizing all these elements, the municipality is achieving an enormous efficiency boost in terms of performance, management and costs. With VMware technology, it is possible to integrate management and to automate to a large extent.” The modernized data center gives the municipality of Haarlem the space to improve the quality of (digital) services and set up innovative services to citizens more quickly.

Work safely anywhere with Workspace ONE

VMware Workspace ONE improved employee productivity. Haarlem now offers employees a stable workplace with all relevant applications. After an inventory of all applications, it turned out that not all supported modern methods (e.g. operating systems). The applications that could be replaced were replaced and the applications that needed to remain could be offered to the end user in isolation through Horizon and NSX, which considerably limits the security risk. The result is that everyone can now work securely anywhere, whether at the office, at home or on the road. The municipality currently offers some of the applications via a virtual desktop, such as the

document management system (DMS) and CAD packages. Other applications, such as Office365 and the HR system, are offered from the cloud via the Workspace ONE portal. The number of applications via the portal will be expanded over time. The advantage of the latter is that employees can use their applications immediately, regardless of operating systems.

In order to optimally utilise the benefits of Workspace ONE, much attention has been paid to adoption and communication. Van den Hoff: “Workspace ONE was easy to adopt, nevertheless a different way of working has an impact on employees. That’s why, together with ITQ, we prepared and designed our change strategy well. Departments were closely involved in the rollout of the new workplace environment. Together we inventoried the applications, appointed ambassadors who showed the benefits to employees, gave presentations and after the rollout, the employees received help so they could get started.”

“By opting for VMware Cloud Foundation and VMware Workspace ONE, we as a municipality have taken a five-year leap forward in our digitization.”

THOMAS VAN DEN HOFF
PROJECT LEADER/SCRUM MASTER AT THE
MUNICIPALITY OF HAARLEM

Taking a five-year step forward

The rollout of the first departments went according to plan. However, that was before the COVID-19 pandemic broke out. At the start of the first lockdown in the Netherlands, the rollout of the solution to enable remote work was accelerated. This was an important test case. In this situation it is even more important that everyone has quick access to the right data and tools, everywhere. In the new environment, the municipality can roll out workplaces very quickly. A week after the start of the first lockdown, the municipality was able to roll out 1,500 workplaces at once. Van den Hoff: “Within a week 100% of the workforce could work from home. As a result, the service to the citizens and businesses in Haarlem has remained at the same level, even in these special times, and that certainly applies to productivity. By opting for VMware Cloud Foundation and VMware Workspace ONE, we as a municipality have taken a five-year leap forward in our digitization.” Furthermore, the municipality can now introduce new digital services to its citizens. For example, they can engage with their local authorities in the same way as they do with other organisations and easily arrange their affairs online.

The benefits of the new environment go beyond additional flexibility. Thomas van den Hoff, project leader/scrum master at the Municipality of Haarlem: “The workforce experienced a

significant performance improvement. The time it takes to start up a workplace has been significantly reduced. And all employees have a workplace where data and applications work seamlessly." Furthermore, management is simpler and less time-consuming, allowing time to be invested in innovation. The entire environment can be managed centrally, with a large part of the standard activities being automated. In the past, these activities sometimes had an effect on the device performance experienced by the employees. In the current situation, management has no impact on the user experience. The IT-team can solve problems quickly, even when the environment is fully operational.

Another improvement is increased data and application security. In the past, employees sometimes relied on shadow IT. They emailed documents to a private mailbox or saved information on their own cloud storage, which has associated risks. All relevant data and tools are now available within the environment. With an endpoint security solution and VMware NSX Data Center, the control over data and its security has improved.

With the combination of NSX Data Center and Workspace ONE, the municipality is at the forefront of the market with its security approach. Instead of using a large security shell, the security is now granular. All segments are optimally and individually secured, and with data classification they can provide even more targeted and largely automated security in the long term. All this with central management and without additional management efforts. Frank Nijman, Account Manager at ITQ, adds: "This gives the municipality much more control over data and its smart security."

Looking ahead

The Municipality of Haarlem is developing its own applications to support a transition to digital citizen services. Citizens and companies can submit or follow applications via the 'My Haarlem' application and there is a parking app for visitors. The municipality will also implement container technology. The fact that they now have the option to use this quickly and safely is a result of this project. This can be done within two weeks by using Tanzu Kubernetes Grid. This technology enables software developers to work even faster, which results in better and safer apps for citizens and employees.

Van den Hoff: "Thanks to the combination of our modernized data center and the virtual workplace environment based on VMware technology, we now have a stable and flexible basis to optimally support our employees and citizens. In addition, together with ITQ, we have made a major step forward towards the further digitization of our services. As a result, we can also guarantee excellent services in the future."



@ThomasvdHoff, project leader/scrum master **@gemeentehaarlem**: "By choosing **@vmwarevcf** and Workspace ONE, we as a municipality have taken a five-year step forward in our digitization."
