



Attractive and flexible workspace concept that motivates employees and increases their productivity



“New work” approach to help recruit new staff



More efficient internal processes and improvements in sales activities



Sustainability driven by innovative technology

Würzburg utility company WVV: sustainable utility management enabled by VMware Workspace ONE

Utility company WVV supplies the Würzburg region with electricity, gas, district heating, drinking water, waste management services, local public transport and swimming pools baths. Committed to innovative technology and sustainability, the infrastructure enterprise was keen to give its staff a mobile workspace concept. With VMware Workspace ONE®, a cloud-based platform for digital workspaces, its employees now reap the benefits of more efficient processes and flexible work arrangements, saving the company time and money. Based on the integrated platform, WVV can also realize greater sustainability for the region as a whole with a view to future smart city initiatives.

Regional market leader responsible for quality of life in Würzburg

Headquartered in Würzburg, WVV is a German infrastructure and power utility company that employs 1,400 people and is wholly owned by the local government. WVV’s forward-looking infrastructure measures – including expansion of the district heating network – are instrumental in maintaining and improving the quality of life in Würzburg. Special attention is also paid to reducing emissions (such as carbon dioxide, or CO₂) that are harmful to the climate. The WVV group has for years played an active role in highly efficient and ecofriendly power generation and driving the prudent use of energy.



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INDUSTRY

Municipal utility

HEADQUARTERS

Würzburg, Germany

ABOUT SVA GMBH

SVA System Vertrieb Alexander GmbH is one of the leading systems integrators in Germany. Headquartered in Wiesbaden, the company was launched in 1997 and currently employs more than 1,600 people at 23 offices in Germany. For more information, please visit <https://www.sva.de/index.html>

VMWARE FOOTPRINT

VMware vSphere®
VMware Workspace ONE®



Innovative technologies and sustainability – Keys to the development of an attractive city

WVV makes a material contribution to developing an attractive, livable city. In this role, it shoulders considerable responsibility toward people in and around Würzburg. Sustainability and environment management are central to everything it does – in terms of both ecological and economic activities. On the energy front, WVV supplies its customers with electricity from renewable regional sources and zero-carbon gas. Investing in more efficient and environmentally friendly power plants has helped the company slash its CO2 emissions by 52 percent since 1990. The streetcars and buses deployed in its public transport services boost sustainability and constitute an attractive alternative to cars. Here again, the utility is investing heavily in the future and only recently reached a milestone on the road to sustainable mobility: in July 2020, the first two electric WVV buses rolled out of the depot in Würzburg. “We are a municipal utility, so we have a special responsibility to the people in our region. Future generations too should benefit from our responsible actions,” says Thomas Schäfer, Managing Director of WVV. “That is why, more than ever before, we are today focusing our mindset and our processes on sustainability.”

In its role as a modern service provider and significant employer in the region, the infrastructure company attaches considerable importance to innovative technology. WVV wants its people to enjoy flexible working arrangements and a healthy work/life balance thanks to a mobile workspace concept. Staff are supplied with mobile devices via which they can access the company’s data. Remote working or on the move is perceived as positive by sales and field staff, as well as boosting WVV’s image during recruiting. Not so very long ago, however, WVV was dissatisfied with the quality of service and software provided as well as the lack of local technological expertise by its existing mobile device management provider. Beyond that, the utility provider wanted to invest in a solution that would be able to manage Windows 10 clients and deliver applications on a device-independent basis in the near future. Other requirements included support for different operating systems (iOS and Android), local data storage and user authentication certificates.

Cloud-based platform for digital workspaces

WVV had been a satisfied VMware vSphere® customer for over ten years. Its long-standing partner, SVA System Vertrieb Alexander GmbH (SVA), is one of the leading systems integrators in Germany in the area of data center infrastructure. With the aid of SVA, WVV has today raised its virtualization level to more than 90 percent, deploying over 400 software products in the process. Critical applications include all control center systems for its transport operations and power plants, as these must run reliably and with high availability around the clock.

In 2019, the decision was made to change the company’s existing mobile device management provider. Armed with a list of specific requirements, WVV found what it was looking for in VMware Workspace ONE, an integrated platform for digital workspaces. In collaboration with SVA, the project was deployed in just about five months. “The decision to go for VMware Workspace ONE was taken in record time,” says Marc Bonkosch, Manager of SVA’s Würzburg office. “An evaluation workshop was followed immediately by a proof of concept meeting. That in itself is a rare occurrence, confirming that the platform fits the individual requirements of WVV like a glove.”

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ANDREAS REUMANN
GROUP LEADER IT-SL, WVV GMBH

VMware Workspace ONE addresses WVV’s requirements combining access control, application management and cross-platform endpoint management on one and the same central platform including the future management of Windows 10. “During installation, we opted for VMware Workspace ONE as our cloud service so we could immediately use updates and new features. You can’t get better than that!” says Andreas Reumann, Group Leader IT-SL at WVV and the man in charge of both the data center and enterprise-wide IT. WVV staff are equipped with company-owned Apple devices and can choose between smartphones, tablets and laptops. The company currently has more than 600 Workspace ONE licenses. Once roll-out is complete, about 1,400 devices will also be able to use all the other apps and functionality subsumed under VMware Workspace ONE. A second strategic IT project involves migrating to the cloud with Microsoft Office 365, which will be followed by the harmonized and consistent use of Microsoft apps such as Teams, SharePoint and OneDrive. A “showcase” was set up in advance to prepare staff for the migration. The new digital workspace solution was well received due reliability, quality and great customer experience.



More efficient processes and flexible work arrangements save time and money

The new reliable platform for digital workspaces laid a firm foundation for WVV's future: "Mobile and cloud-based work can be challenging for certain elderly generations, because it changes the way people work," Reumann explains. "On the other hand, new aspects such as remote working, mobile devices and collaboration go down well especially with the young people we need as junior staff." When the Covid-19 pandemic broke out, WVV sent about 40 percent of its staff to work from home. Being well prepared, this procedure went relatively smoothly. Management and employees alike were pleasantly surprised – especially as the move to remote working did not involve any additional investment.

Staff now benefit from more efficient processes, optimized collaboration and, hence, gains in both productivity and motivation. "It makes life so much easier for our people when they can sign documents digitally on their tablet," says a clearly happy Ronny Zeunert, one of the administrators at WVV. "All the usual running around has been eliminated 100 percent. Using the postal system, it used to take between four and eight days to get eight signatures on an important document. Ideally, the whole process now takes just 16 minutes." That kind of time saving is being realized throughout the Group and naturally contributes to positive acceptance by employees. Moreover, VMware Workspace ONE has proved far more user-friendly with intuitive access to apps and the catalog. WVV staff can now also use their tablets when meeting and working with end customers. This results in the ability to more clearly demonstrate energy consumption, for example, provides valuable support for purchase decisions.

Another positive aspect is the reputation of the IT department: employees are seeing firsthand how the IT team takes care of their concerns and makes life easier for them. The roughly 25-strong IT department under Andreas Reumann has been fielding far fewer support inquiries despite managing substantially more mobile devices. In the future, they see themselves increasingly adopting the role of solution provider. And Workplace ONE is the perfect platform for such a plan:

"The great thing about VMware's concept is that it covers all the bases. Mobile devices dovetail seamlessly with stationary devices, and both are managed as a unit," Reumann explains. The security of the workspace solution was a further critical issue for WVV and is guaranteed based on the users' identity. Each employee's digital persona remains consistent through every system with Single Sign-On (SSO), so authorizations and release options can be set individually.

The utility uses innovative technology to support sustainability in the region. And the new scalable platform for digital workspaces leaves it well placed to accommodate future requirements, too: new devices can be added in short order without the need to make changes to the platform or invest more money. Additional functionality that WVV wants to implement going forward – such as the integration of IoT devices – is already built into the platform.

The journey toward Würzburg as a smart city

Looking ahead, the infrastructure company wants to keep VMware and SVA by its side. It is already considering follow-up projects in the direction of VMware vRealize® Suite, VMware NSX® and a virtual desktop infrastructure. The fact that IoT devices can be managed via the existing platform plays into the hands of smart city and green city concepts – an important, forward-looking market for WVV. Machine learning and smart devices (such as smart grids, smart meters and smart parking space solutions) will further enhance the region's sustainability. That is important because, in its capacity as a public utility, WVV has a responsibility not only to the Würzburg region today but to future generations as well.



Utility company WVV uses mobile workplaces @VMware Workspace ONE to drive sustainability. #WVV #Würzburg #sustainableisgood #vmware #sva