Municipality of Enschede Improves Operations with Flexible Workspace

ENSCHEDE

The Municipality of Enschede is located east of the Dutch province of Overijssel. Innovation plays an important role in achieving progress and delivering the best services to its citizens.

Industry
Public Sector

Strategic priorities
• Anywhere Workspace

Partner
Fondo is a specialist in modern workspace management. By using innovative technology, Fondo helps organizations make their primary business process safe, efficient and future-proof.

VMware footprint
• VMware® Workspace ONE®
 • VMware Workspace ONE Unified Endpoint Management™ Essentials
 • VMware Workspace ONE Access™
 • VMware Workspace ONE Intelligence™
 • VMware Workspace ONE Mobile Threat Defense™
• VMware Horizon®
• VMware Carbon Black Cloud™

A priority for the Municipality of Enschede is to provide optimum levels of support to city employees, residents and entrepreneurs. Its services are increasingly carried out digitally, and to do so effectively, employees must be equipped to work easily and securely anytime, anywhere. With a new environment based on VMware Workspace ONE, VMware Horizon and VMware Carbon Black Cloud, the IT team at the Municipality of Enschede has full control over the workspace environment and an improved security posture. This also has a positive impact on flexibility and ease of use for employees, who now have optimal IT support at any location and on various devices.

Digital transformation supports Enschede citizens and businesses

Located in the eastern region of the Netherlands, Enschede has around 160,000 residents of over 150 nationalities. The enterprising and diverse city is also home to the Saxion University of Applied Sciences and the Kennispark Twente business innovation hub.

Over 1,300 municipality employees work to ensure that residents live and work comfortably, with digitization playing an increasingly important role in service delivery. In addition to the availability of essential applications and equipment for employees, strong security is essential to provide the best possible support to citizens and businesses in Enschede.

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>
> Jerry Otto, IT Architect, Municipality of Enschede

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A complex, fragmented workspace environment

The municipality has a clear vision for service delivery: employees should be able to work securely anytime, anywhere. However, in practice this was challenging according to Jerry Otto, IT architect, Municipality of Enschede. "We previously used point solutions from various suppliers. Although that environment functioned well from an IT perspective, we had to work with different solutions for virtual desktops, laptops and devices," Otto explains. "As an IT team, we want to provide employees with easy and secure access to the tools they need to do their jobs well. That is why we are always looking for opportunities to simplify management and offer employees optimal ease of use."

Secure devices, applications and data

Hybrid working at the municipality requires secure devices, applications and data tailored to the needs of its end users, including effective defenses and responses to potential security incidents. "A hack at a neighboring municipality reinforced the need to be aware of security risks," says Petra Cremer, information security consultant, Municipality of Enschede. "It also confirmed the importance of the plans we've put in place to realize our vision for service delivery and security."

The municipality chose Fondo as a partner because of its extensive experience with VMware digital workspace solutions, as well as its pragmatic approach and strong connection with municipality staff.

"As a VMware partner, we provided ideas about the design and gave licensing advice. The implementation was carried out in close collaboration with the municipality's IT team, and we remained involved even after the roll out was completed. We transferred knowledge and offered consultancy services," says Joris Adriaanse, business development manager, Fondo.

"In this way, together with the municipality, we can ensure that we continue to optimize the new environment, while employees can count on a safe and modern workspace that is available at all times from everywhere."

The Municipality of Enschede set up a new end user computing (EUC) environment with VMware Workspace ONE as its centerpiece. "We wanted to achieve several goals, including better endpoint security against threats from both inside and outside the network," Cremer explains. "The municipality also wanted to simplify the supplier management process."
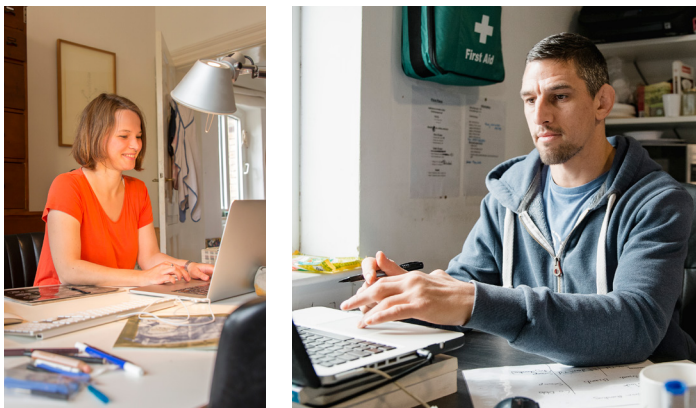
"By integrating with VMware Carbon Black Cloud and Workspace ONE Mobile Threat Defense for endpoint security, we always have a complete picture of what is happening on a laptop or other device."

Petra Cremer, Information Security Consultant, Municipality of Enschede

A one-stack approach

To modernize its workspace environment further, the municipality opted for a one-stack approach based on VMware technology. A strategic partnership with VMware was the foundation for designing the most important part of the workspace environment, with solutions that integrate seamlessly and are easy to manage.

"With VMware Workspace ONE, we can ensure that all components are well aligned and we always have a complete picture of our environment, including endpoints," Otto explains. "VMware and Fondo are partners who really help and advise us and make clear agreements so we don't get any unpleasant surprises."

Having VMware Workspace ONE as the foundation of the new environment at the Municipality of Enschede has several advantages.

"We now have one platform to manage all tools and software centrally. This saves time and offers greater control over the environment," Cremer says. "Moreover, by integrating with VMware Carbon Black Cloud and Workspace ONE Mobile Threat Defense for endpoint security, we always have a complete picture of what is happening on any laptop or device. The far-reaching integration of the data center and EUC environment allows us to take action automatically if there is a security risk."

Greater mobility while addressing mobile threats

Employees benefit from extra flexibility as they can work easily and securely with a laptop or other device in the office, at home or in the field. VMware Workspace ONE integrates with Workspace ONE Mobile Threat Defense via the Workspace ONE Trust Network and Workspace ONE Intelligence. This allows for the ingestion of threat information, automated response and remediation, and aggregate reporting.

Cremer explains, "We can instantly identify and monitor advanced cyberattacks or data breaches on iOS or Android devices. This increases employees' mobility without compromising safety. All this happens within the centrally managed VMware Workspace ONE platform."

According to Otto, the workspace environment perfectly matches the changing role of the IT department within the municipality. "We don't want to be a static supplier prescribing technology. We have a facilitatory role in which the end user is central. This requires a secure and flexible workspace where we can switch quickly if someone wants a new application or works via a different device. We want to offer flexibility and speed without losing sight of security."

The municipality also wants to provide tailored support to its people to reduce the temptation to use shadow IT. If someone, nevertheless, does decide to use shadow IT services, the main IT team always has a clear view of what's happening and can avoid any associated risks.

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Petra Cremer, Information Security Consultant, Municipality of Enschede

More room for innovation

The Municipality of Enschede is committed to providing support to its employees, and by extension to local citizens, efficiently and comprehensively.

The choice of VMware Workspace ONE, VMware Horizon, VMware Carbon Black Cloud and Workspace ONE Mobile Threat Defense is also an important step toward realizing the vision of employees working securely anytime, anywhere—in the office, at home or at an external location. "As an IT team, we can now better respond to the demands and requirements of our colleagues, without losing our grip on management and security," says Otto.

Importantly, VMware Workspace ONE offers a secure, flexible and scalable platform that allows the municipality to anticipate user questions even faster. The time saved is used for innovation, such as the further integration of the EUC and data center environment based on VMware Cloud Foundation™. "This enables us to improve the satisfaction of our employees, citizens and companies within our municipality," Otto says.