Improve the Productivity of Your Mobile Workforce

AT A GLANCE

Providing access to complete and timely information is critical to increasing the productivity of field-based state and local government employees. When information is unavailable because of a lack of resources or mobile connectivity, negative outcomes can occur, costing money and harming citizens. VMware Horizon™ Suite empowers state and local agencies with a complete solution that enables workforce mobility with IT control.

KEY BENEFITS

- **Transform** – Simplify desktops, diverse applications and data into centralized services.
- **Broker** – Manage, secure centrally, and broker services to your workforce by policy.
- **Deliver** – Empower your workforce with flexible access across devices, locations and connectivity.

Empowering Field-Based Workers

Much of the work that keeps cities operating smoothly isn't done at City Hall. Similarly, a good deal of the work done by state agencies to improve citizens' lives isn't accomplished at the State Capitol. Many state and local government workers are field-based, completing daily tasks from remote offices or at a variety of locations throughout a single shift. Yet in this era of shrinking resources and budgets, are individual agencies fully empowering their staff members in the field to be as productive as they could be?

IDC recently reported that "when looking at a holistic view of smartphones, tablets, and PCs, one thing is clear—smartphones and tablets are driving mobility growth."[1] For field-based employees in departments as diverse as health and human services, labor, corrections and public safety, these productivity-enhancing tools can provide access to complete and timely information. And according to Deloitte University Press, "there's no question that many public officials recognize the benefits of mobile."[2]

A 2011 survey of state government CIOs by the National Association of State Chief Information Officers (NASCIO) found that 58 percent of them consider mobile devices and applications either essential or a high priority for government. Public workers are even more enthusiastic. According to NASCIO, "even when mobile devices and apps are a priority, states struggle to keep up with state employee pressures to allow them to use personal mobile devices."[3] Part of the reason for this hesitation is uncertainty. How can agencies most cost-effectively, efficiently and securely enable workers to access and update critical data and information—whenever and from wherever they are working?

VMware, the market-leading virtualization software company, delivers unique solutions that help simplify IT and empower field-based workers operating in today's mobile, multidevice world. Using VMware Horizon Suite, government IT teams can transition field worker assets—desktops, applications and data—from computing silos into centralized, secure IT-managed services. Horizon Suite includes virtual desktop infrastructure (VDI), a self-service application catalog, and file access along with centralized management tools. By using this complete solution, agencies and departments can enable secure access to assets from any device—across multiple devices, both agency and personal—from anywhere, while keeping IT in control.

Always-Available Data, Application and Desktop Access for Mobile Workers

On-demand information access can improve remote and field-based government worker connectivity and productivity. After using one device in a remote office, employees can simply log out and log in to another device by applying the right authentication or credentials; the workspace truly follows an employee throughout his or her day. For example, Horizon Suite can be used to increase the productivity of mobile workers in agencies as shown in Table 1.

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"We have a lot of people out fixing water and sewer lines, providing service to the tourists, keeping the streets safe and more. Their jobs require information technology just like office workers, but it's been difficult to give them good access out in the field. Now we're making great strides using VMware Horizon View to provide field workers with access to virtual desktops."

– Rick Wall
  Director of Information Services
  City of North Myrtle Beach

LOCAL GOVERNMENT	STATE GOVERNMENT
Emergency management – Police, fire and other emergency workers can use mobile devices to quickly and easily access and input information in real time. Now data can be captured in the field and entered immediately—workers no longer have to wait until the end of a shift. Employees can also complete timecards using a virtual workspace without returning to a station, so they save time and overtime charges for completing routine paperwork.	**Department of Health** – Immunization record management is a critical task for the health and welfare of states and countries. With a virtual workspace, field-based nurses can now provide immunizations and can immediately access and update records— from a clinic, a remote office or even from home—to provide an accurate health picture at any given moment. This more current information can result in better, faster collaboration and improved patient care.
Public works and building inspectors – Using a virtual workspace, public works staff members can gain immediate access to a city's graphic information system (GIS) and work orders without going back to the office several times a day to look things up. Similarly, building inspectors can access custom applications and enter data into systems throughout the day, rather than returning at the end of the day to enter everything once. One city reports that VDI has probably given these employees "another 45 minutes of useful time every day."[4]	**Department of Corrections** – Education and retraining can help reduce recidivism. This is a key reason state, local and federal corrections facilities provide educational labs onsite. In these locations where information and physical security limits are regularly tested, a virtual workspace can provide cost-effective and efficient ways for IT to update remote desktops while providing users with real-time access to relevant data—from online certification and degree programs to self-service legal advice.
Case workers – Using a virtual workspace with thin clients instead of PCs can help save agencies up-front costs, simplify IT management and reduce IT staff support burdens while providing a user experience equivalent to or better than that provided by software on a PC. Case workers can get anywhere, anytime access to constituent management applications, and by giving all case workers access to complete, timely information, agencies can contribute to the best possible outcomes. A virtual workspace can also help agencies safely adopt a bring your own device (BYOD) policy. With BYOD, field case workers can access applications from any device, which can contribute to improvements in job satisfaction and quality of life. It enables employees to be more productive as they spend more time in the field meeting with constituents and less time in (or driving to and from) the office.	**Department of Labor** – To continue to collect benefits, jobless individuals must actively seek work. The challenge for many unemployed citizens, however, is gaining access to the online tools promoting new positions. A virtual workspace provides a cost-effective and easy-to-manage IT solution for agencies that need to serve real-time information to a wide variety of clients who carry many different devices and live in remote locations.

Table 1. Horizon Suite in Local and State Government

"Physical desktops are difficult to manage, especially when they're dispersed across the state. It takes an army. Managing desktop images on a virtual server becomes much easier. We can standardize applications. We can deploy patches and updates more efficiently. This will reduce the resources and the time we have to spend on desktop management. With traditional PCs, you have no control over how data is managed or transferred. With virtual desktops, we'll have much more control over what's done with the data."

– Robbert Murray
   Network Engineer
   Ohio Department of Developmental
   Disabilities (DODD)

Reduced Costs and Hassles for IT

Although ensuring always-available access remains a top priority, government IT organizations also require solutions that are easy to scale and rapid to deploy. For example, they need solutions that seamlessly support the deployment of a single image to multiple desktops and automatic provisioning of desktops within a group. They also want the smallest footprint possible, support for existing legacy applications and monitoring systems, and support for multiple thin clients, as well as multiple Internet browsers and multiple mobile devices, to accommodate the proliferation of new operating systems and models.

Virtualization meets these agency needs while reducing capital and operating expenses. IT teams can purchase thin clients instead of traditional desktop terminals and convert legacy systems into thin clients. They can securely support and embrace new initiatives such as BYOD policies that further help defer PC costs. By separating applications and data from end-user devices and storing it in easier-to-manage data centers, IT teams can also use virtualization to drastically reduce operating costs. The result is lower TCO. For budget-conscious agencies, these savings are critical. But lower cost is just the beginning. Virtualization can also help improve information delivery and privacy.

IT can set policies, provision desktops and applications, and help maintain compliance across public and private clouds. Departments also can quickly provision, deploy and keep sensitive data secure by centrally storing desktop images and data on servers behind agency firewalls. Then only approved IT staff and employees can securely access resources from multiple devices and locations. This can help minimize the risk of security breaches resulting from laptop theft or data loss.

Learn More about Mobilizing Your Workforce

Horizon Suite uses virtualization to help improve workforce productivity while reducing costs and IT burdens, making it an ideal solution for state and local government (see Figure 1). Increasingly, agencies are using Horizon Suite to save up to 50 percent on desktop management costs,[5] improve continuity of operations, extend the reach of field employees, and deliver a superior experience to staff and citizens. Horizon Suite consists of three products—VMware Horizon View™, VMware Horizon Mirage™ and VMware Horizon Workspace™—which can be purchased as a complete solution or separately to help your agency increase efficiencies (see Table 2).

VMware Horizon Suite

VMware Horizon View
Desktop and application virtualization

VMware Horizon Mirage
Centralized image management for local deployment

VMware Horizon Workspace
Multidevice access to applications, data and desktops

Figure 1. Complete Solution Meets State and Local Government Needs

	VMWARE HORIZON			
	Horizon View	Horizon Mirage	Horizon Workspace	Horizon Suite
VMware vSphere® Desktop	●			●
VMware vCenter™ Standard Desktop	●			●
VMware Horizon View Manager and Composer	●			●
VMware ThinApp® and VMware ThinApp® Packager	●	●	●	●
VMware Fusion®		●		●
Physical Desktop Management		●		●
Mobile Workspace Management			●	●
SaaS Application Management			●	●
End-User File Sharing			●	●
VMware Workstation™ (Admin License)	●	●	●	●

Table 2. Choosing the Right Solution for Your Agency

To learn more about Horizon Suite, call 877-4VMWARE (outside North America, +1-650-427-5000), visit http://www.vmware.com/products or search online for an authorized reseller.

1. IDC. "Mobility Reigns as the Smart Connected Device Market Rises 29.1% in 2012 Driven by Tablet and Smartphone Growth, According to IDC." February 21, 2013.

2. Deloitte University Press. "Gov on the Go." February 18, 2013.

3. Deloitte University Press. "Gov on the Go." February 18, 2013.

4. VMware Case Study. "City of North Myrtle Beach." 2011.

5. IDC white paper, sponsored by VMware. "Quantifying the Business Value of VMware View." Randy Perry and Ian Song, May 2011.