

“We now have a flexible IT system with improved response times that benefits the IT department, users, and ultimately our residents.”

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The Municipality of Halsnæs has extended its contract with Fujitsu, upgrading its hardware so employees can work undisturbed, improving response times.

#### At a glance

Country: Denmark

Residents: 30,750

Website: [www.halsnaes.dk](http://www.halsnaes.dk)

#### Challenge

The IT platform must be optimal for the municipality's users so that they can use their time in a way that provides residents with the best value for money.

#### Solution

The IT solution from Fujitsu serves around 1,600 active users from across the municipality's administrative services. The platform is designed to support the municipality's focus on mobility, data security, and efficiency.

#### Benefit

- Stable with high performance
- Robust, secure and always available
- Flexible and scalable
- Easy to manage
- Citrix environment is based on the newest technology, XenApp 6 (64 bit)

## Customer

The Municipality of Halsnæs is located in the green northwestern corner of the Capital Region. Its largest towns are Frederiksværk and Hundested. The municipality is home to around 30,750 residents.

## Products and services

- Fujitsu eDoc, a classic electronic document and case management system (EDRMS)
- Citrix environment

## Challenge

The Municipality of Halsnæs has extended its contract with Fujitsu, which is currently responsible for the operation and maintenance of the municipality's IT platform and case management system for several thousand employees.

"At the Municipality of Halsnæs, we decided to extend our contact with Fujitsu. There is of course a split between price and solution. Today we have a reliable and flexible IT solution that benefits our users, IT administration, and ultimately our residents. This new agreement also involves an upgrade of our hardware, which means that our employees can work undisturbed, and response times have improved considerably," says Nicolai Nielsen, IT Administration Consultant at the Municipality of Halsnæs.

## Solution

Although Halsnæs's 30,750 residents do not make it one of Denmark's biggest municipalities, it has long been at the forefront when it comes to IT. The municipality's setup has been characterized by a mix of thin clients and laptops since 2000. This proved to be a cost-effective solution when combined with the municipality's Citrix environment, which has become even more advantageous now that Fujitsu has upgraded the municipality's hardware. The Citrix platform develops and manages users' desktops centrally in the data center before sending them out to users virtually.

## Benefit

"The majority of the municipality's users can log on to their desktop wherever they are. This results in a smoother working day and has resulted in many employees reporting considerable time savings, as they are able to enter data directly into the system when they're out in meetings or meeting residents," explains Nielsen.

"Like the rest of the Danish population, our employees are used to chopping and changing between their smartphone, tablet and laptop. And this is something we have to take into account. Our IT solution from Fujitsu allows all users to easily log in to and out of their personal desktop via Citrix from all their devices," continues Nielsen.

The Municipality of Halsnæs is keen to ensure that time is used in a way so that residents get the best value for their money. For this reason, IT is something that should just work. Every month Fujitsu provides a status report, which measures a number of factors such as uptime, response times, and CPU load. This helps the municipality to keep a close eye on the system and ensure that employees spend as little time as possible on IT distractions, meaning they can focus on their core tasks.

"We're seeing far fewer distractions in our day-to-day work since Fujitsu upgraded our hardware, and this clearly is of value to us, since our users can work more quickly and more efficiently," Nielsen points out.

In addition to the fact that the IT platform should work seamlessly for the municipality's employees, a key criterion for success is that the solution offers centralized administration for the IT department.

"Our virtual Citrix environment offers a consistent user experience, greater reliability, and considerable improvements in time optimization with regard to administration. If we look back a few years to the time before we had Citrix, it was not uncommon to literally have to commute between our many servers and devices when we needed to update or install new applications. We now have a flexible IT system with improved response times that benefits the IT department, users, and our residents, who are ultimately the reason we are doing this. I would definitely recommend this solution to other municipalities," concludes Nielsen.

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