

ÅNGE KOMMUN

Simple, few complications and affordable



Already in the beginning of the 21st century Ånge Municipality started using a thin client implementation, which they considered worked well for them and their business, and eventually they made the decision to change to IGEL's simple and well-functioning thin clients. With IGEL's thin clients they have noticed a decrease in the need for on-site support, which has saved a lot of time, and they have also noticed a big difference in the simplicity to administrate since they switched manufacturers.



Key Benefits

- Easy to use with few complications
- Well-functioning central administration
- Saving of administrative time
- Affordable
- IGEL Universal Management Suite; an impressive tool

SUMMARY

The Customer

- Sweden's midpoint
- A municipality in the middle of Sweden with about 10 000 inhabitants in an area of 3.065 km²
- 800-1000 permanent employees
- The main components in the business: the Social Services board (including the care for the elderly), and the Humanitarian board (including the school and preschool)

The Challenge

- Have a well-functioning central administration for many users in one workplace
- Find a functional thin client implementation which is easy to use for a good price
- Thin clients which work well with sith cards and printers

The Solution

- IGEL UD2
- IGEL UD3
- IGEL UD5

Ånge Municipality – Sweden’s midpoint

Ånge Municipality is a municipality in the middle of Sweden with about 10 000 inhabitants in an area of 3 065 km². It’s located in the county of Västernorrland, with its seat located in Ånge. The municipality was formed at the municipal reform in 1971 of Ånge köping and the rural municipalities Borgsjö, Haverö and Torp. The main components in the business of Ånge Municipality are the Social Services board, including the care for the elderly, and the Humanitarian board, including the school and preschool.

Easy and well-functioning with thin clients

In the beginning of 2002 the IT-department for Ånge Municipality began to take a look at thin clients. Pelle Nilsson and Anders Vikberg, both system engineers for Ånge Municipality, run the central system and they were in charge of the change to IGEL. “Thin clients work very well at workplaces with a lot of users. Few errors and it’s fast when you’re switching users”, says Pelle and Anders. Thin clients have a good central administration which works well at a workplace with many users. They describe the main advantages of a thin client implementation as “the simplicity to administrate, there are few things that causes trouble and few complications.” They used thin clients of another manufacturer for many years before they switched to IGEL, but after being introduced to IGEL they found their clients appealing and affordable.

Change to IGEL

Citrix XenApp 6.5 is the solution being used and it has always been used at Ånge Municipality, both with the previous thin clients as well as with IGEL’s thin clients now. The change from the previous thin clients is made gradually, but they plan to use only IGEL’s thin clients by next year. “We haven’t changed to thin clients from PC, but we have changed from another manufacturer of thin clients to IGEL. The change began when we had the need of sith cards for the thin clients”, says Pelle and Anders. With IGEL’s thin clients they definitely notice a change in the simplicity; it is much easier now with IGEL’s thin clients, and they have saved a lot of time as well.

Thin client implementation which impresses

When the decision was made to change the thin client implementation for Ånge Municipality no other manufacturers were considered – they chose IGEL right away since they received positive vibes from other IGEL users. “What we heard about IGEL sounded good, so therefore we decided to also try IGEL”, Pelle and Anders explain. Thus they bought test products, which IGEL’s distributors/partners helped them to acquire. They tried a version and found it to be easy to use and that it functioned well. Another important factor with the change to IGEL’s thin clients was the tool IGEL Universal Management Suite. “It was an essential factor for us”, Pelle explains. “The support for this was an eye-opener, and each thing can be used and run simply and easily. We are very impressed by this tool.”

Why Ånge Municipality started using thin clients in the first place, in the beginning of the 21st century, had much to do with price and simplicity. Another thing that’s impressive about a thin client implementation is in fact the time saving. They have noticed a considerable time saving when they don’t have the same need for on-site support now as they did before. Therefore they have been able to save a lot of administrative time and this is in fact one of the highlights of the new system for Ånge Municipality. “The change has facilitated the administration and reduced the installation time for each thin client”, Pelle explains.

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vFunctional use within the social service center

At Ånge Municipality they have been using the IGEL model UD3 as the standard model for a long time, and they have also acquired 4 of the UD5. The latest deliveries have been of the UD2, which has a lower price but is still delivering the function that Ånge Municipality is using. It is mostly for workplaces in the care for the elderly where a lot of people share one workplace. Both Pelle and Anders are pleased with the change to IGEL's thin clients; "we think that IGEL functions very well."

As mentioned, Ånge Municipality has not yet made a total change to IGEL, and where they are making the change they are changing from the previous thin clients of another manufacturer to IGEL's thin clients. PC is still being used in some areas, such as for the schools. In the whole municipality they have about 800 PC and 110/120 thin clients, and for the moment they see no expansions of the installation in the near future. They have thin clients in the places where it works well, and, as previously mentioned, they are still gradually exchanging the previous thin clients for IGEL's thin clients. By next year they expect to have no more of the previous thin clients, and the goal is to eventually only use IGEL's thin clients. "We're good for now", Pelle and Anders concludes.

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