

# ICT NML selects VMware and IGEL for a major end-user computing project at four municipalities in The Netherlands

## Municipal IT service provider keeps public services running while reducing costs for end-user computing

“Historically the municipalities — which are each relatively small — had their own IT departments, budgets and infrastructure. Creating a shared ICT service for them has meant they can punch above their individual weight in terms of the quality of enterprise technology purchased. Day-to-day IT management has also been simplified and made more efficient. Given the considerable investment made, our ambition is to grow and support other municipalities, public sector and not for profit organizations in the southern part of the Netherlands.”

JOOST POULISSEN, ICT NML’S TEAM LEADER



### VMware Horizon

VMware Horizon is a modern platform for secure delivery of virtual desktops and apps across the hybrid cloud, from the market leader in [software-defined data center](#) and [digital workspaces](#). By leveraging unique integration with trusted VMware technology, Horizon helps IT efficiently deploy and scale virtual desktops and apps from a single control plane with rapid provisioning, automation, and simplified management to extend the best digital workspace experience to end users.

IGEL OS converts any compatible x86-64 device into a secure VMware cloud workspace enabled endpoint. VMware Horizon simplifies the management and delivery of virtual desktops and apps on-premises, in the cloud, or in a hybrid or multi-cloud configuration through a single platform to end-users.



### Specific Problems and Audience

ICT NML is a technology and communications service provider owned by four Dutch municipalities in north and central Limburg. They have recently completed an extensive project to refresh their entire end-user computing infrastructure.

Established in December 2018 and now employing 50 staff, ICT NML’s remit is to jointly run and manage the entire ICT infrastructure for the four local authorities who provide all public services to over 220,000 local residents. This includes issuing passports and driving licenses, building permits, the provision of social services, unemployment benefits, and more.

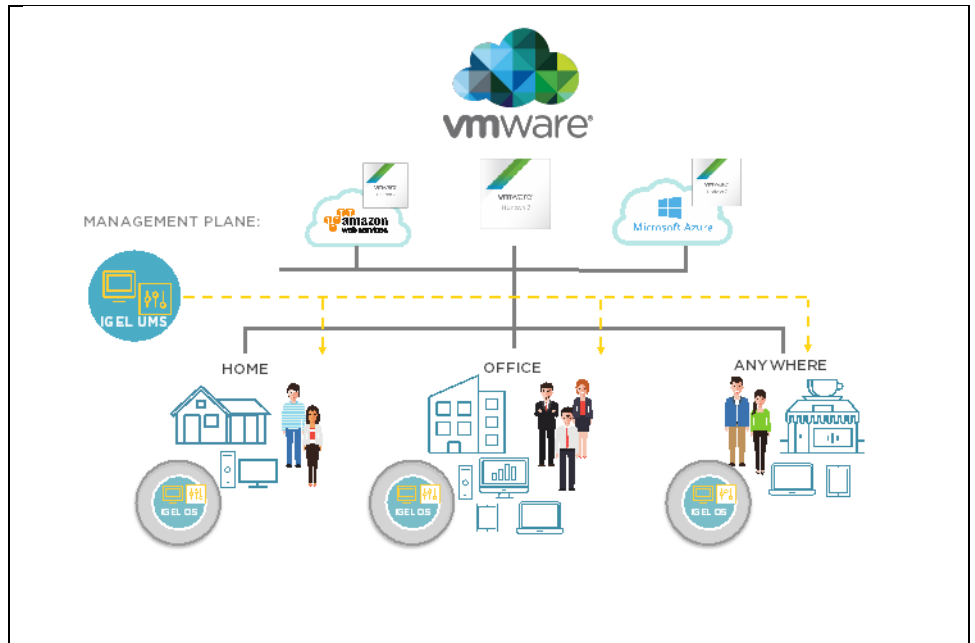
ICT NML has implemented a VMware Horizon 7 with IGEL OS environment that includes powerful multimedia-capable IGEL UD3 endpoints at various local government office locations. These IGEL UD3’s replaced 2,400 end-of-life zero clients, with the IGEL Cloud Gateway feature used to interconnect and manage devices located off-site. This is part of a wider €9 million investment — encompassing 27 different IT programs — to consolidate and enhance the technology used by the municipalities of Roermond, Venlo, Weert and Nederweert. The result is one modern, robust, secure, and standardized IT environment deployed at the four councils.

### How Does the Solution Address the Problem?

From a VDI perspective, VMware Horizon was installed in 2013 with zero clients on the desktops running Teradici’s PC over IP (PCoIP) display protocol. Dennis Buskes, ICT NML’s senior engineer, explains, “The endpoints were out of date and required replacing but we wanted a new solution which had multi-protocol capabilities. This served two functions – to allow us to transition to VMware’s Blast Extreme protocol, but also to run a dual protocol environment so that we could stage the migration in our own time. IGEL OS and UD3 endpoints offer this capability.”

ICT NML worked with local Dutch IGEL reseller, ARP, who assisted with the implementation. The IGEL UD3 endpoints were then rolled out per municipality: Nederweert first, followed by Weert, Roermond and then Venlo. They connect to VMware Horizon running on Dell EMC servers utilizing a Dell EMC XtremIO X2 storage array. ICT NML has about 2,000 concurrent users who use the VDI system.

Poulissen says, “Although we’ve done a lot of work to refresh back-end systems, it was important to get our EUC upgrade program right because it was the first and most visible project where end-users experienced direct change themselves. We were under pressure to deliver and prove ourselves, especially as we’re a relatively new organization working with them. Although it was a big job, we did it in just four months.”



At IGEL, we've spent decades perfecting our software-defined endpoint operating system and endpoint management software to address the unique needs of government organizations. We have proven success helping service providers achieve better outcomes while protecting client confidentiality and adhering to critical security and privacy regulations. From stateless endpoints for highly secure access to all applications to embedded support for single sign-on to secure roaming and data protection, we're committed to giving government staff and users a familiar, secure, and trouble-free workspace.

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#### COMPANY DESCRIPTION / SUMMARY

IGEL PROVIDES IGEL OS, THE NEXT-GEN EDGE OS FOR VDI AND CLOUD WORKSPACES.

#### USE CASES

Service providers operating across different regions benefit from leveraging the secure VDI solution provided by VMware Horizon and IGEL Workspace Edition.

#### SEE OUR SOLUTIONS IN THE VMWARE MARKETPLACE

<https://marketplace.vmware.com/vsx/search/IGEL>

## How is your Solution in combination with VMware Product different than other options in the market?

1. IGEL’s UMS offers simpler and superior management capabilities compared to the competition, allowing out-of-the-box auto configuration to simplify setup and firmware updates that are pushed automatically to all endpoints. The UMS offers thorough reporting features and 7,000 potential configuration points so that the end-user experience can be finely tuned. In addition, ICT NML has been able to move away from having four Teradici consoles – one per municipality – to one centralized management platform for *all* devices.
2. IGEL OS also enables easy conversion of x86-64 devices. ICT NML has therefore used the IGEL OS to convert 150 Dell and Toshiba laptops into Linux-based IGEL OS-powered endpoints – the first time that staff have had total control of both desktops while being able to deliver remotely managed and secure laptops utilizing the IGEL Universal Management Suite (UMS).
3. IGEL’s Cloud Gateway capability allows ICT NML to interconnect and manage endpoints not on the corporate network such as equipment located externally at meeting rooms, swimming pools or for staff working at home or visiting residents remotely. Settings, updates, and profiles are sent to the devices with devices shadowed — where necessary — for helpdesk purposes. In addition, IGEL OS also supports multi-factor authentication for enhanced security.
4. IGEL OS enables easy connection to VDI and cloud workspaces using the UD3 endpoints and converted laptops. IGEL OS-powered endpoints are agnostic and can support both VDI or web-based routes to access applications given the built in Firefox or Chromium browsers. Dirk Gielen, ICT NML project manager, explains, “We’re running about 800 applications within the municipalities – around 200 are already web-based SaaS solutions, others are legacy systems over a decade old. Our goal is to give safe access to these SaaS apps directly from IGEL to reduce the amount of costly hardware required to underpin VDI while also making it faster for staff to access systems as they avoid the time delay logging into Horizon.”

## How it works

IGEL OS is architected to provide compatibility with the latest VMware Horizon virtualization protocols (Blast Extreme and PCoIP) with 7,000+ available (including easy standard defaults) configuration settings and hundreds of templates enabling easy delivery of a finely tuned desktop experience to each of the different user groups. Harm Bolwerk, IGEL’s regional sales manager in Netherlands, said, “ICT NML has realized a step change in terms of EUC manageability working with us. Centralized control of desktops and laptops, automated firmware updates and simplified day-to-day maintenance means that many man-hours are saved — time that can be spent on far more strategic and productive initiatives. That’s the benefit of the IGEL OS combined with UMS.”

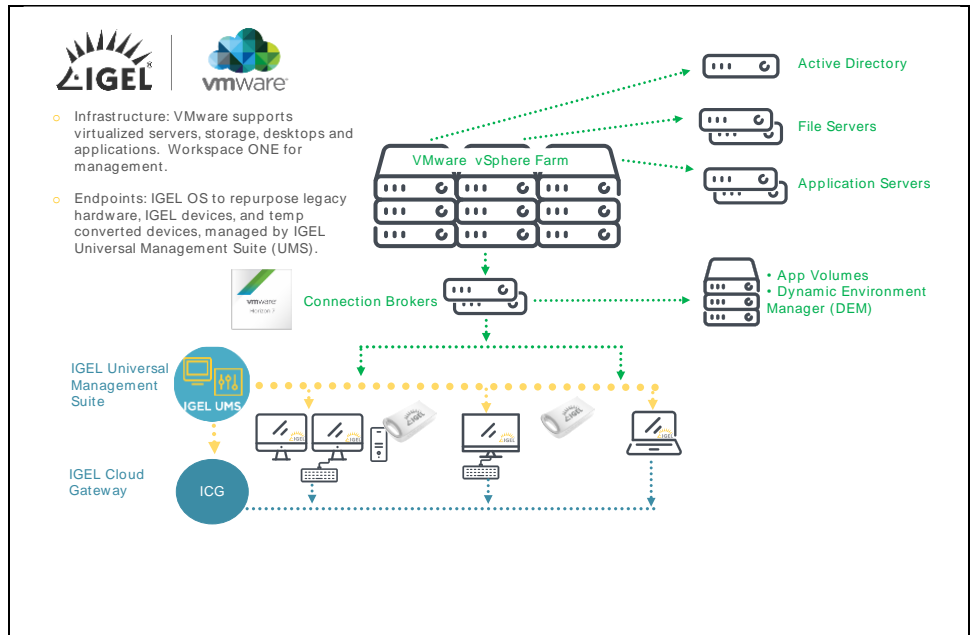


Figure 1: VMware and IGEL Architecture

### Call to Action

To learn more about how VMware Horizon, IGEL OS and IGEL Workspace Edition can deliver an end-user computing environment that is less costly, more secure, and more easily managed, read the VMware and IGEL OS Tip Sheet. To download a free trial at [www.igel.com/download](http://www.igel.com/download), or for more information on VMware Ready certifications visit IGEL on the VMware Marketplace:

<https://marketplace.vmware.com/vsx/solutions/igel-universal-desktop-converter-3?ref=search>