



Schools and public institutions can respond to the challenges of digitalization with mobile working and e-learning offerings



Investing in virtualization technology from VMware reduces CO₂ emissions



Compliance with privacy provisions is ensured for mobile working



Customer support costs can be slashed by around 15 percent

The end of work as we know it! Municipal IT service provider regio iT welcomes new developments with VMware Horizon

regio iT, an IT service provider based in the German city of Aachen, is putting an end to traditional ways of working. Aiming to help public bodies and schools go digital and migrate to distributed work models, the company has introduced a modern platform based on a virtual desktop infrastructure (VDI). To guarantee the safe delivery of virtual desktops and applications, regio iT opted to use VMware Horizon®. In this way, the company helps municipal institutions to master digitalization challenges such as e-learning and compliance with Germany's Online Access Act. A win-win situation: While regio iT broadens its portfolio, customers benefit from greater efficiency, higher productivity and more motivated staff.

regio iT: Responsible – Caring – Reliable

regio iT is committed to three core values, striving at all times to be responsible, caring and reliable. Headquartered in Aachen, it is the largest municipal IT service provider in the state of North Rhine-Westphalia, with a client list encompassing local governments, schools, utility companies, power utilities, waste management companies and non-profit organizations. A joint venture between the City of Aachen and Aachen's municipal utility established regio iT in 2003, the aim being to create a shared IT service company. The



regio iT is an IT service provider for local governments, schools, power utilities and non-profit organizations. It was founded in 2003 and is headquartered in Aachen, Germany, with two branch offices in Gütersloh and Siegburg. For more information, please visit www.regioit.de

INDUSTRY

IT services in the public sector, business services and technology

HEADQUATER

Aachen, Germany

ABOUT PROFI ENGINEERING SYSTEMS AG

PROFI AG has been the IT service provider for customers for over 35 years with individual high-quality solutions for optimizing IT processes and system landscapes. With about 300 employees at 12 German locations, the company is one of Germany's most successful IT solution providers. For more information, please visit www.profi-ag.de

VMWARE FOOTPRINT

VMware vSphere®
 VMware Horizon®
 VMware App Volumes™
 VMware vRealize Air® Operations
 VMware vSAN™





roughly 640 employees at its three offices serve more than 44,000 clients and oversee more than 270 schools and school administrations. The company participates in research and development projects as well as nationwide new technology initiatives with a view to advancing new trends for its customers. Especially in areas such as smart platforms and the Internet of Things (IoT), regio iT is right on the cutting edge.

Experience, innovation and service orientation – regio iT: the perfect partner

The world is going digital at a frantic pace. This development, however, confronts public sector agencies and educational institutes in Germany with major challenges: fiercer competition, a hugely volatile market, new requirements and new stipulations, to name but a few. The root of the problem is that innovative IT solutions are needed that go beyond established standard IT services. That is the case above all in the sphere of e-government and the country's Online Access Act, whose purpose is to enable citizens to use digital public administration services. Alongside digitalization, the global COVID-19 pandemic has created challenges of its own for the public sector, disposal and supply sector and education. Political decisions forced employees to work from home, so home offices had to be made secure – more or less overnight. Especially in the education space, the drastic step of closing schools exposed just how far schools lag behind in the digital transformation. Tuition by video, e-learning platforms, mobile devices for teachers and pupils alike: everything was available only in a very rudimentary form, not to mention policies concern about privacy and data protection.

regio iT is a front-runner in education in particular and focuses on modern e-learning platforms. And to implement such platforms across a wide variety of institutions, the municipal IT service provider obviously needs a modern IT platform of its own. Another issue is that many of regio iT's clients work with very sensitive data that demands a high level of security. That is why the provider now has the right information technology for each kind of school and complements this with software solutions that are tailored to each and every individual requirement.

Virtual desktops – The key to modern working

The Aachen-based IT service provider has worked with VMware for many years. VMware vSphere® has virtualized regio iT's servers since 2009. Since 2016, the company has also used the VDI platform VMware Horizon on-premise. The 3,000 licenses purchased at present will soon increase to 4,500. The company has been working together with its partner PROFI Engineering Systems AG since 2018. PROFI AG had developed a concept for the digital workplace, compared various solutions, and recommended VMware. Since then, the PROFI specialists have been supporting regio iT, advising on further development and implementing new topics. In this way, PROFI enables regio iT to support municipal institutions in mastering many of the challenges of digitization. In addition, PROFI is the contractual partner for the procurement of VMware licenses.

regio iT currently stands at a virtualization level of 85 percent. The reason for this decision was VMware's positioning as the market leader in virtualization. The collaboration is working well, that regio iT uses VMware's virtual desktop infrastructure for itself. "At regio iT, we work with the same VMware solutions we offer our customers," stresses Klaus Fetzter, CIO, Technical Director and the man in charge of all the provider's IT services. "That's how we're able to use and test the VDI based on VMware Horizon at an early stage. We have thus accumulated a wealth of experience that now helps us convince our customers." regio iT also has a subscription to VMware Premier Support.

“regio iT uses the virtual desktop infrastructure based on VMware Horizon for itself to ensure that we can offer the best experience to our customers. And we are very satisfied.”

KLAUS FETZER
CIO, REGIO IT

Thanks to these solutions, the IT service provider has been able to press ahead with the concept of the modern workplace, establishing this growing trend even in industries that have hitherto clung to familiar and more traditional ways of working. Mobility, flexibility, availability and security are the principal drivers of virtual desktop infrastructures – all topics of huge importance to the public sector and educational institutions.

Lower costs, greater benefits – Implementing VDI

VMware Horizon is a modern platform for secure delivery and provisioning of virtual desktops and applications – the ideal solution for the digital workspace. Virtual desktops can be

scaled at will via a central control layer. Access is possible via all kinds of devices, including laptops, PCs, smartphones and tablets and operating systems like Windows, iOS or Android. The very idea of being able to “bring your own device” made both regio iT and its customers sit up and take notice. Why? Because until recently it was absolutely unthinkable, especially in public administrations. The option of working with either a personal or a company-owned device frees staff from dependency on a physical workplace. For the younger generation above all, this new-found flexibility is a major bonus. Customers and in-house staff alike testify that it boosts productivity and raises motivation. In the words of Oliver Hell, Product Manager, regio iT, “The VDI solution gives me secure access to any application from any device and from any place.” As a result, the company and its customer base can work remote securely and efficiently. Sensitive data is strictly protected and full compliance with privacy requirements according to the GDPR and the German data protection law is guaranteed – a particularly important consideration in the public sector.

The new infrastructure also has the edge on cost, because central management delivers savings of around 15 percent per workplace on customer support. “Traditional local support would involve activities such as restarting and updating PCs on the customer’s premises, for example,” Hell points out. “But now that VDI has made us independent of this or that device, we hardly need that kind of service anymore, so we are now able to do zero touch provisioning. These issues are dealt with by a small back-end team of just three people, which saves us a massive amount of money.” A VDI solution is also cheaper to run than the VPN used in the past. In the shape of VMware Horizon, regio iT can even provide modern VDI solutions to smaller customers and firms with a decentralized footprint. Today, the service provider can set up a large number of workspaces at the push of a button. Similarly, the migration of an operating system – from Windows 7 to Windows 10, say – can be completed very quickly, from one day to the other, via the VMware platform. No regio iT employee even has to set foot in their customer’s offices enabling regio iT and its customers to work on their business goals.

This modern IT constellation helps regio iT support its public-sector customers in the fields of e-learning and compliance with the Online Access Act. In Germany, that constitutes a vital investment in the digital future of school education and public administration. At the same time, regio iT’s use of VMware Horizon contributes to greater sustainability. Its investment in modern virtualization technology leads to lower CO₂ emissions – a tremendously powerful argument for public institutions that are required to comply with strict sustainability requirements. Migrating from hardware to a new, virtualized generation of infrastructure drives ever smaller devices and power supplies that in turn consume less power and thus reduce the user’s carbon footprint.

Mobile working – The way forward

The trend toward digitalization is nowhere near done and dusted. On the contrary, 2020 has highlighted how well mobile working can be implemented if the right technology is in place. In the future, regio iT wants to step up its cooperation with VMware and further develop its modern workplace offerings. With VMware Workspace ONE® and virtualized applications in mind, it intends to continue supplying the public sector with tailor-made, leading-edge mobile workplace solutions.



Opening new doors for public administration with [#regioIT](#) - mastering [#digitalisation](#) with [@vmwarehorizon](#) and [#MobileWorking!](#)
