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## GEMEENTE EINDHOVEN ENABLES SECURE AND EASY REMOTE ACCESS

The Municipality of Eindhoven (de Gemeente Eindhoven) in the Netherlands, employs over 2,200 people and provides services for more than 200,000 residents. The gemeente has 29 offices and buildings, which include the public utilities, sports centers, the technical department and for example the Van Abbemuseum. The IT department has 38 employees and is responsible for the maintenance and renewal of the network infrastructure and the 2,500 desktops.

### FROM A DISPARATE NETWORK TO A STANDARDIZED ENVIRONMENT

Over five years ago, the Gemeente Eindhoven had a disparate network. It was clear that the legacy IT systems that had accumulated during the previous years needed to be cleaned up. Each office had its own IT department and local infrastructure, with a diversity of applications. The gemeente centralized all servers and implemented a storage area network (SAN) and a switched network, and standardized fat clients that were completely centrally managed with Novell ZENworks. The gemeente now runs a smooth and well managed network.

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JOOP BRUURS, IT ADVISOR, GEMEENTE EINDHOVEN

However, there were still a few challenges left. A few offices lacked not only a fast network connection, in addition the locations were not permanent. “We were looking for a solution that would allow us to extend our network services to those buildings, without

upgrading or creating expensive network connections,” said Joop Bruurs, IT advisor at the Gemeente Eindhoven. “Also, the same solution should be able to offer access to government applications to some of the offices, where the IT department has no voice in the end-user desktops and thus cannot be centrally managed, like the fire brigade.”

### HOBLINK ASSURES REMOTE ACCESS

The gemeente already had some experience with server-based computing, and the technology seemed a good start. After a tender, HOB convinced the gemeente with an impressive live demonstration and proof of concept running major government applications using a mobile connection. “HOB showed us that our remote access needs could be easily fulfilled with the HOB solution, in a cost effective and secure way,” continued Bruurs. “HOB software is now the strategic choice for remote access. In addition, thanks to the ease of installation and administration, we can administrate the additional remote access infrastructure and service with the same number of administrators.”

Two redundant HOBLink Secure servers enable secure SSL access to Windows applications from any location with just a browser. The integrated Vasco tokens authenticate the users for additional security and are set up to implement single sign-on with the Novell infrastructure. HOBLink JWT adds important features to the four terminal servers, such as advanced load balancing of applications. It also provides seamless windows, a universal printing solution



and gradual file level control to local data, which greatly improve the usability and manageability of the environment. The complete environment integrates with the existing management frameworks that are used at the gemeente. Resource management is done with CA Unicenter and Novell Zenworks, for example, is used for software distribution to the terminal servers.

### ■ REMOTE ACCESS INTO THE FUTURE

The gemeente immediately gained advantages, because it was not necessary to create fast and expensive connections to temporary locations

or offices that will be closed in the future. The employees just run the applications centrally and display them on their local devices; the type of connection is no longer an issue. “More important, we do not have to install any applications on remote desktops,” added Bruurs. “This makes this solution useful for offering our applications on desktops that are out of our control and scope, like the fire brigade and the ‘Samenwerkingverband Regio Eindhoven ’ (SRE). Even environments that are not managed by our IT staff can still use the standardized applications and be part of the company’s information and communication processes.”

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The gemeente is finding new application areas for the HOB remote access solution. “There seems to be a latent need for many access scenarios, that now can be easy implemented,” said Bruurs. “An ARBO physician asks for online access to governmental applications for an employee that needs to work from home, or a department would like to introduce flex desktops to reduce the number of installed desktops in relation to the number of employees.” The Gemeente Eindhoven

foresees even more access needs for mobile users, like inspectors with mobile desktops that need access on participation evenings. This access is not limited to employees. When properly authorized and authenticated, anyone can receive access to governmental applications. The gemeente plans mobile UMTS access to the applications for HALT bureaus from over 20 locations, such as community centers and police stations.

“The beauty of the solution is that the number of users of the remote access service is not really that important,” concluded Bruurs. “It is just a matter of adding servers to the farm to scale up the environment. The existing IT staff is able to manage the remote access infrastructure without a hassle.”



#### SYSTEMS IN USE:

- Windows Server 2003 terminal servers running HOBLink JWT on four HP DL380s
- HOBLink Secure running on two HP DL380s
- Vasco tokens
- Office 97
- Novell Groupwise
- EFIS application - Eindhoven Financial Information System
- Unit 4 Agresso Decade Financials