



Darlington Borough Council Community Services

Key Benefits

- Rapid ROI
- Improved support time and significant cost reduction
- Web-based application deployment for flexible access
- Significant cost savings over EIP technology

Applications Deployed

- Microsoft® Office 2000 and Exchange
- Reports and Information delivered using Web Forms
- Housing, leisure and catering applications

Networking Environment

- Citrix® MetaFrame® Secure Access Manager
- Citrix MetaFrame XP™ Presentation Server running on Dell Blade Servers (Dual Pentium III servers with 1400 MHz processors, 2 GB RAM)
- Microsoft Windows® 2000 Servers
- 10/100 Mb LAN, Kilostream links to remote sites
- 100 Pentium I PCs for client access

About Citrix® MetaFrame® Secure Access Manager

Citrix® MetaFrame® Secure Access Manager, part of the Citrix MetaFrame Access Suite of software products, provides secure, single-point access to a wide range of information resources over the Internet without the need for a traditional Virtual Private Network. Using powerful, wizard-driven configuration tools, IT administrators can quickly enable browser-based access to the entire enterprise, including applications, data, documents, Web content and services, personalized to each user's needs.

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Darlington Borough Council provides a broad range of services for all who live and work in this area in the North of England. The Community Services department provides housing and leisure services to local residents as some of its core services.

The Challenge: Increasing Staff Productivity through Anywhere Access

Community Services employees use specialist housing, leisure and catering applications to provide services to people in Darlington. The division recognised that giving its staff more efficient access to these tools would allow them to be more productive and, ultimately, to serve the community more effectively. The department also wanted to future-proof its systems in line with e-Government directives. As is the case for any public sector organisation, it was imperative that the council implement the most cost-effective solution and, with a six-person IT staff, that the new system be easy to manage and support.

Implementing a Citrix® Solution for Application Deployment

Already a long-time user of Citrix® MetaFrame® Presentation Server for Windows® and Citrix MetaFrame XP™ Presentation Server, Darlington Borough Council Community Services decided to implement Citrix MetaFrame Secure Access Manager. The department worked with Esteem, a Platinum-level member of the Citrix Solutions Network™, to implement a pilot of the access technology and to successfully upgrade the MetaFrame environment.

MetaFrame Secure Access Manager extends the department's MetaFrame XP Presentation Server solution to provide a single Web-based point of access to key Windows-based business applications, information delivered using Web Forms, and new Web-based applications. MetaFrame Secure Access Manager also allows the applications and information to be tailored to the users' roles, which further aids their productivity. Up to 100 employees now have secure, personalised access to applications through a Web browser through the MetaFrame access infrastructure.

"We looked at the costs for implementing a traditional enterprise information portal (EIP), but aside from the fact that it was going to cost us hundreds of thousands of pounds, it really wasn't a neat solution," said Warwick Rogers, IT Manager for Community Services at Darlington Borough Council. "MetaFrame Secure Access Manager cost us a fraction of the price of an EIP and was a simple solution that gave us the single-point access we required. It's also a product we can work with and develop ourselves."

Return on Investment through Web-based Application Access

"We have already seen considerable return on our investment in Citrix technology and, most importantly, support time and costs have been significantly reduced," commented Rogers.

The Community Services department's small IT team can easily manage the delivery of applications to its employees, and upgrading and providing support is a simple task. Even the department's multiple dispersed offices are easily supported, since applications can be accessed from a Web browser using Citrix technology.

"MetaFrame Secure Access Manager provides a flexible delivery mechanism that will stand us in good stead for any future initiatives to give electronic access to services to the general public, as part of the e-Government initiative," added Rogers.

Future Plans

"We are planning to develop further Web Forms for access through MetaFrame Secure Access Manager to provide valuable information to our workforce. We anticipate that Citrix technology will continue to provide a cost-effective solution to our needs, as our organisation changes and develops," Rogers concluded.