



Digital workspaces help Stater collaborate

Stater handles more than one million mortgages with greater efficiency thanks to Citrix Workspace



Stater
and Citrix



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Frank Veldink | ICT Infrastructure Architect | [Stater](#)

Introduction

Providing one million loans a year, Stater handles close to 40 per cent of all mortgages in the Netherlands. It is the largest mortgage service provider in the Netherlands and a 100 per cent subsidiary of ABN AMRO. To make the processing of this volume of mortgages as efficient as possible, the company launched a new “Working Together Now” initiative to align the way they work with modern working practices. “The mortgage market is characterised by the demand for increasingly rapid access to all data. You need access to the latest information at any time,” Frank Veldink, ICT Infrastructure Architect at Stater, explains. “Our board launched the ‘Working Together Now’ strategy to offer our employees an innovative approach to flexible working.

“There are no workstations, only devices that allow for flexibility. This encourages home working.” To accomplish this, the company partnered with Dutch provider, Avensus, to adopt Citrix Workspace.

“Using Citrix Workspace means our staff can work from any location, at any time, on any device, and always return to the same virtual work environment,” Veldink says. “This has allowed us to keep pace with a considerable increase in staff numbers, whilst still providing our one million customers with the rapid response they expect during the mortgage process. The performance and stability of our work environment has been greatly improved.”

Challenges

A trusted partnership

Stater asked Avensus for advice as they had worked together previously and therefore had confidence in their abilities. Avensus, an expert in managed cloud services, and a Citrix IT Gold Partner, had already collaborated with other financial services companies on similar projects. “We introduced Stater to Citrix Workspace and managed the implementation,” explains Frank Mahie, Managed Cloud Services Manager at Avensus. “As a Citrix Gold Partner, we were also able to advise on number of licences, security and mobile device management.”

Solution

Continuous, secure access to data

Thanks to the Citrix Workspace solution, based on Citrix XenApp and XenDesktop, XenMobile, NetScaler and ShareFile technologies, Stater’s 1,400+ employees have continuous access to data from any location, at any time. Meaning staff can now respond more quickly and efficiently to their client’s requests without compromising data security.

“Our management were aiming for a flexible and efficient way of working, but we had to make sure it was reliable,” Veldink says.

“With Citrix Workspace, we know we have optimal security, which is vital when handling the sort of sensitive financial information that Stater does.”

Stater’s external parties and intermediaries also have secure access to the latest data. “Our customers rely on our environment and because they can also gain access, this adds value to our services. The customer knows that our environment is secure.”

Benefits

More agility for IT

Lukas van Eeden, Purchaser at Stater, says Citrix Workspace not only helped the company keep up as it almost doubled staff, but it benefits IT, as well.

“The new way of working has caught on in a big way at Stater,” he says. “The IT team are able to proactively monitor the new environment. This has reduced the impact on our customer service. This functionality, along with being able to provide a very flexible workplace for a large number of users, is exactly why we chose Citrix Workspace. It had to be secure, stable and always available.”

Better mobile control

Citrix Workspace also helps Stater to optimise its mobile devices.

“We can now manage our telephony centrally,” Veldink says. “Previously, we had unsecured traffic, for example, when staff accessed their email via a private smartphone. This left us open to potential threats, but was impossible to manage on such a large scale. Now, access is only possible via XenMobile. This has simplified and centralised mobile device management, making our clients’ data more secure.”

A positive user experience in a modern environment

“We’ve had a very positive reaction from our staff,” Veldink says. “The Citrix Workspace environment is faster, always available, stable and extremely user-friendly. And the best thing about it is that users say they don’t even notice it because it always works. It’s modern, user-friendly and it always works.”

The solution

- Citrix Workspace provides Stater’s 1,400+ employees with the apps and data they need in a flexible and efficient working environment, allowing them to effectively and securely process over one million mortgage applications annually.

About Stater

Stater is the independent end-to-end service provider for the mortgage market.

It supports more than 40 mortgage lenders internationally with the processing and securing of mortgage portfolios. It therefore supports over 40 per cent of all mortgage lending in the Netherlands with its mortgage system. The Stater mortgage service was awarded by Fitch the highest rating for primary service in Europe. The company headquarters is located in Amersfoort, where more than 1,000 employees work. In addition, Stater has a branch in Brussels. Stater is a 100% subsidiary of ABN AMRO.

More information about Stater can be found at <https://stater.nl/>

About Avensus Managed Cloud Services

Avensus MCS is a leader in digital transformation. It helps organisations to improve their efficiency, continuity and security. This approach helps Avensus’ customers to improve their competitiveness by making smart IT choices, increasing quality and reducing costs. Its clients are mainly in the financial services, healthcare, government and manufacturing sectors; and its experience shows that reducing IT complexity and securing a 100 per cent available IT environment, results in the best possible user experience.

Why choose Avensus Managed Cloud Services:

- 30 years of knowledge and expertise
- 24 × 7 NOC-SOC team
- Take the lead together
- Security is in our DNA



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