

### The Situation

Bracknell Forest Borough Council is a local government authority looking after the population of Bracknell Forest, a community situated in Berkshire. Covering an area of 10,937 hectares (27,024 acres), the Borough had an estimated population of 110,100 as of 2003. The council has a vision to make Bracknell Forest a place where all people can thrive; living, learning and working in a clean, safe and healthy environment. They take responsibility for a number of crucial areas including education, children's services, libraries, leisure services, social services and housing.

Delivering such a wide range of services means the council has to work to ensure that their budget is focussed on delivering services that make a difference to local people. Council staff are constantly monitoring for ways to minimise "routine" and ongoing tasks, such as IT maintenance.

In June 2006 the council started an ongoing project to standardise their IT structure, including simplifying the Microsoft - and Novell file server environment. They wanted to improve performance and cut costs for the 340 users of the Citrix Infrastructure that compliments the current user base of 1,400. They turned to RES Automation Manager, as it was the simplest way to ensure simple upgrades to the system and future-proof it.

### The Challenge

Council IT staff found they were spending much of their time bogged down in the routine maintenance of servers using Citrix to maintain applications. They needed to unify servers to reduce support costs

across the organisation and running the management of applications up and down the system. It was hoped that creating like-for-like servers and a uniform build across the organisation would create a structure that was more in keeping with the exacting demands of a local government body in 2007.

Richard Dawson IT Services Manager, Bracknell Forest Borough Council said, "The piecemeal way the IT infrastructure had been built over the years was not adequate enough to offer the level of support that was needed. We needed to transform the structure so it was stable, and standardised from end-to-end. RES Automation Manager was the only product we looked at, as it was the only one that could deliver the functionality we needed to maintain the system."

### The Solution

The council IT department needed to find a way to maintain servers that would cut the amount of time staff spent on doing a routine yet tricky job. They had created a number of in-house products over the years, but this was definitely not best practice.

Bracknell Forest Council staff chose RES Automation Manager, as they felt it was the solution that best suited their needs. It plays a key support role for administrators by completing complex tasks, ensuring server rebuilds and ensuring standard reconfigurations in seconds.

RES Automation Manager allows for routine maintenance in a fraction of the time, automating IT tasks across the entire network, freeing the System Administrator to concentrate on other tasks and therefore reducing time to deliver. Consistent performance throughout the organization allowed for an improvement in IT productivity. Administrators could organize and streamline all Citrix Servers quickly and easily.



RES Automation Manager offered the capability the council needed and also slotted into the existing Citrix infrastructure of council's 340 users. Staff now has the ability to build automated modules and software without any manual interaction.

### The Benefits

The fully automated nature of RES Automation Manager meant that IT staff could drastically cut the time spend on the routine maintenance of servers. The time spent maintaining a server was cut from one day to an hour.

With 20 servers across the organisation, this has had a dramatic impact on projects carried out by the IT staff.

IT staff have found they are able to shave two weeks off the length of an IT project. The organisation can now allocate its IT resources to areas where they are needed most. Richard Dawson, IT Services Manager, Bracknell Forest Borough Council says that implementing RES Automation Manager has drastically changed the working day "We no longer have to spend much of our time cobbling together inadequate in-house software programs to cope with an irregular server set up. The automated nature of RES Automation Manager and the standardisation of servers allow us to easily find faults and roll out standard applications quickly and promptly."

Justin Swyer Citrix Specialist, ICT Services, Bracknell Forest Borough Council concludes "The implementation of RES Automation Manager has had a dramatic impact on our organisation.

### About RES Software

RES Software, the proven leader in dynamic desktop solutions, is driving a transformation in the way organizations manage, maintain and reduce the cost of their desktop infrastructure. The RES Software award-winning, patented products enable IT professionals to manage and deliver secure, personalized and compliant desktops independent of the underlying computing infrastructure - thin clients, virtual desktops, physical desktops, or server-based computing environments. The company empowers customers, from small to medium-sized businesses to global enterprises, to reduce desktop complexity and meet the essential needs of a dynamic workforce that requires on-demand access to their personalized workspaces. For more information, follow updates on Twitter @RESSoftware and visit [www.ressoftware.com](http://www.ressoftware.com).