

RES Software Enables Oxfordshire County Council to Manage Their Users Centrally and Provide Controlled Public Access for Library Users

Overview

Oxfordshire County Council is responsible for running a wide range of community services such as education, social and community services, environment and planning, roads and transport, fire services, and trading standards. There are some 8,000 Council network users and an installed base of 7,000 PCs and laptops.

Challenge

Two main challenges needed to be addressed; one, to provide public access to systems and applications in the county's libraries in a controlled and secure manner and, two, to provide a secure and highly controlled desktop environment that is easy to use and manage, and that provides users with a personalized workspace that is risk and access appropriate for their job function.

Solution

CDG, a distribution partner of RES

Software, provided support to Oxfordshire technical staff to conduct a proof of concept (POC) to evaluate RES Workspace Manager and RES Automation Manager within their environment. The Oxfordshire pilot proved in a very short space of time

“The project objectives were to standardize a large, geographically diverse PC population, eliminate sources of configuration failure, reduce risk of outages through user error and improve up time and user satisfaction, while at the same time improving the total cost of ownership of our installed base”

— *Stephan Conaway, Head of ICT Services, Oxfordshire County Council*

that the RES Software solutions ticked the key requirements:

- Security
- Configuration management
- Quick and easy user log on
- Printer driver and mapping control

RES Workspace Manager: delivers a personalized, secure and reliable workspace to any Windows desktop, thereby increasing user productivity in line with companies' compliance policies. Its

extensive set of features means it is not only a personalization tool, but a truly revolutionary approach to managing the Microsoft Windows environment.

RES Automation Manager:

Runbook automation for Windows enables IT professionals to deliver any set of changes to Microsoft Windows environment and automates the provisioning of IT resources. RES Automation Manager makes changes easy, offering a uniform solution from routine to complex tasks. Labor intensive changes that are normally repetitive and may take hours are completed in seconds and to pre-defined compliant standards.

Benefit

RES Automation Manager is now being used as the standard mechanism for software deployment and is proving very effective in Oxfordshire. A positive start has also been made on the implementation of RES Workspace



Manager across the Council. This will provide the management visibility of the complete desktop and laptop environment from one simple management console, including a range of “hot desk PCs” that require a highly dynamic approach to management, as each new user has differing requirements for software and user access. RES Workspace Manager enables these hot-desk users to maintain their user settings, no matter which machine they login to, saving time and money on help desk support calls as well as enhancing productivity and improving the users' experience.

Within the libraries, Lenovo desktops are deployed and are pre-imaged with the RES Automation Manager agent. These desktops are managed using RES Workspace Manager and RES Automation Manager to ensure that the public users cannot compromise the local system security but can save and change documents, using Office applications, Google Earth, Internet Explorer, Amazon, etc. When the user logs off, the system will be returned to a clean state, thereby leaving no data residue and a clean device ready for the next user. RES Automation Manager knows that when an agent comes on line, devices are patched to a pre-defined level along with any applications that are needed to be installed even down to print drivers etc.

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.