

SNS Reaal belongs to the top 5 top banks in the Netherlands and with around 9000 employees it is also one of the Netherlands' larger bank insurers. Its centralized IT department is kept busy administering the company's workspaces.

The Project and the Requirements

Jan van Kooten, Head of the Workspace Services Department, explains how IT goes hand in hand with SNS Reaal's strategy.

"At the start of 2009, the time was ripe for investing in new technology that would make mobile working viable. After all, the project was crucial for implementing the company's strategy. From 2002 thru 2005, we in the IT department had already invested in the construction of our own 'workspace', using mainly scripts. However it became increasingly difficult to guarantee data security; an absolutely essential prerequisite if we were to be successful. Advisors who travel across the country with their laptops must be able to access applications and data at all times, with the settings they are used to, and yet this access must be constantly managed and remain within the security rules."

"Our existing solution only permitted us to offer 'all or nothing'- either you were given access to the entire environment, or you were utterly limited. Consequently, we found ourselves unable to facilitate the flexibility we expected from our advisors."

"PQR, a RES Software Platinum partner, and a trusted advisor of SNS Reaal's for several years, carried out an analysis with us into the best approach and advised us to try RES Workspace Manager user workspace delivery solution. A test environment was soon set up and positive results were noticed right away."

“What used to be the office can now be found on the consultant's laptop. It is the job of IT to make all this possible which is why it has chosen RES Workspace Manager.”

— Jan van Kooten,
Head of the Workspace Services Department

Expansion: The New Way of Working for SNS Reaal

At the same time as 'Tooling Advice,' the IT project relating to the mobile advisors, 'The New Way of Working' was also on IT's list of priorities. SNS Reaal not only encourages its advisors to be flexible, but its entire staff. The @Home project profited from the experience gained by testing RES Workspace Manager. This resulted in the existing 'workspace' now being replaced by RES Workspace Manager.

The Benefits of RES Workspace Manager

Van Kooten explains with due pride what a difference RES Workspace Manager is making within the organization and how it plays a key role in The New Way of Working.

"Soon, when we are able to phase out our 'old' environment entirely, RES Workspace Manager is going to bring us numerous cost and administration benefits. We have also had the first spontaneous reactions from some of our staff, which is rather special because usually people only comment on IT when they have something to complain about. The advisors are delighted with the service we are now providing them with. Login times have been shortened and as we are now able to check more details, we offer them more freedom than ever before. Furthermore, we are seeing a huge rise in home working."



Benefits to administration:

"RES Workspace Manager is intuitive and therefore easy to learn to use. Soon we will have enough with two fewer administrators for SNS Reaal's entire workspace administration. Moreover, we are removing a lot of risk since complex scripts are only known to the people who wrote them. Once those people leave the company, the scripts become useless," says Van Kooten.

ROI and cost saving:

Van Kooten continues: "We save a huge amount on hardware because we are able to make better use of our Citrix XenApp servers' capacity. Performance Manager in RES Workspace Manager takes care of this but, what's more, the way in which we present the user workspace using RES Workspace Manager makes us far more efficient. To be precise, we can now use one server to serve several groups of employees that each have specific requirements. Previously for instance, we had a separate environment for the intermediaries in order to safeguard information. Now, however, RES Workspace Manager enables us to compose various workspaces from a single pool of workspace components (data, applications and settings). This means the principle of 'all or nothing' is a thing of the past."

Speed also plays a role when it comes to making savings: "Running the scripts that are now making way for RES Workspace Manager sometimes used

to mean that it took five or six minutes for your work environment to appear on your PC. The bigger the script, the slower the PC. Now however, we have reduced this to half a minute, making us considerably more productive.”

Security:

“The greatest benefit RES Workspace Manager brings is security. We are able to set security rules at all levels, which means we have a better grip on the environment and how it is used. This for me is the primary reason for recommending RES Workspace Manager to fellow organizations: security is key.”

Support:

Van Kooten is also very impressed with RES Software support. “During the implementation process, they worked hard on building in the extra functionality that is so important to us. That goes way beyond that you might expect from

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a support department. For example, we requested an additional USB stick control feature as we only want to authorize those USB sticks that we ourselves have flagged as being safe. By adding a product & vendor ID to the identification function, we can now do this very easily. We have also found that the support department responds very quickly if any problems occur.”

The Future

Jan van Kooten is confident about the future: “RES Workspace Manager puts us in a position of being able to quickly introduce changes ourselves without the need for scripts or the intervention of consultants. The challenge facing us for the next few months is preparing all our staff to become mobile and flexible by using RES Workspace Manager. SNS Reaal will then be able to phase out its existing environment completely and really profit from the total benefits.”

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.