



KEEPING THE CITY MOVING WITH MOBILITY SOLUTIONS

"It (Citrix ShareFile and Citrix Workspace Suite) is allowing us to fully embrace mobility and BYOD like never before - the level of security means we can give our people the tools to do their job any where, on any device."

Jason Simons, IT Manager, Wanganui District Council

Behind the Business

WANGANUI DISTRICT COUNCIL SPARKS

REMOTE WORKING TREND

Thanks to some clever use of technology, the Wanganui District Council is mobilising its workforce and creating a level of frontline service unseen by many other New Zealand organisations.

“We can achieve massive efficiencies and improve our frontline community services by enabling our people to work on the go. We are seeing benefits - offering a secure environment for our people to access work applications and information on their own familiar devices ultimately helps increase our productivity.”

Jason Simons, IT Manager, Wanganui District Council

Thanks to Spark's Software-as-a-Service.

Although it has the same range of services to deliver as large councils like Auckland, the Wanganui District Council has smaller budgets and fewer resources. This is why it looks to digital technologies to help it work smarter.

IT Manager Jason Simons pinpoints remote working and BYOD as two areas that are key to helping the council achieve its goals.

However, until recently it's been an area the council has not been able to truly embrace with a lack of secure, enterprise-grade tools available.

“We had tested a few solutions but none offered the kind of features we required to truly empower our frontline staff, nor the security an organisation like ours requires to keep our data or network from being exposed.”

Introducing Citrix mobility

The council's new Citrix mobility solutions change this - it's new technology Spark has deployed for the council that addresses multiple areas, including its need to store private data away from prying eyes, otherwise known as data sovereignty.

Spark and Citrix:

- Spark (a Citrix Platinum Partner) is the largest Citrix Solution Advisor and maintains the highest levels of training and certification in New Zealand

Named Citrix ShareFile and Citrix Workspace Suite, the tools work together to encrypt applications and data before it is opened or shared on any device, over any network. Access is enabled through a secure connection to the council's on-premise infrastructure.

“There's no sending of data into the cloud and off-shore or a photo of a dog attack leaking out onto a social media site,” says Jason.

“The beauty of our new tools is that we can protect corporate data from being exposed onto a private device - with this kind of control we can enable mobile working and file sharing like never before.”

Reaping the benefits

For frontline staff like animal control officers, the new tools are saving them time and helping them to do their job better. Jason says field officers can receive notification of new issues direct to their devices.

“Through a customised application, they can view historical notes, dog breed, type and owner details on the spot - gone are the days of having to return to base to get information before taking action.”

Also pleased with the council’s drive to embrace mobile working is the council’s building services team. In the past, building inspectors would have to print out details before visits, manually write down reports while on site and then return to their desk to process the information into the council’s system.

Now it’s as simple as entering information and uploading photos direct to an application on their tablet.

The same applies for other field staff including road engineers, environmental health officers and parking officers; all who now have the ability to securely access applications and process information on personal or work devices in real time, whilst in the field.

Choosing Software-as-a-Service solutions from Spark means choosing a people-centred solution that is simple, connected, flexible and secure.

If you’re ready to create better connections for your customers, speak to your Client Manager or call us on:



0800 694 364

“There’s no double handling, less chance of error, and huge savings on skilled time,” affirms Jason.

Fit for purpose

Over the last three years the council has moved away from standardised IT solutions and into more tailored tools to suit particular job needs.

“Not everyone is a deskbound worker - we are striving to empower business units with the secure tools and applications in hand that they need to do their specific job as best they can.”

“The Citrix Workspace Suite is a tool that enables such goals. Spark have worked their magic and customised its features so that individuals and business units can access what is relevant to them.”

Partner-smart

Jason says that Spark is a preferred supplier who provides and manages the council’s hardware, storage, networking, switching, servers and telecommunications needs.

“It made sense that our trusted partners Spark deploy the Citrix work space solutions for us - they are Citrix qualified and this gives me peace of mind that the new tools are integrated successfully

About Wanganui District Council:

- Serves a population of 43,500
- 300 staff across 9 locations
- 70% of staff use mobility
- 1st to initiate UFB fibreoptic network rollout
- Intelligent Community Forum ‘world’s Smart21 communities’ for the last three years

within our IT environment. There’s less chance of disruption to our people, and it also means my IT team can get on with meeting our customers’ needs.”

Citrix is the key platform the council uses to supply all of its remote access solutions, so the tools integrate nicely into the wider Citrix family of products, explains Jason.

“It lowers our TCO with only an incremental spend necessary. Our system engineers are already skilled in supporting Citrix solutions so there was no extra training required.”

Looking forward, the council boosts a roadmap full of technological developments, including expanding on some of its current cloud-based software as a service (SaaS) solutions. That’s no surprise with Jason in the driving seat for he is an IT guru who thrives on staying at the forefront of technology, choosing to adopt cloud-based solutions when the hat fits.