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**The Italian government body Corte dei conti installed a SmartWorkspaces solution from Flexxible IT to reduce complexity in its Citrix-based virtual desktop infrastructure (VDI). Now, the organisation can manage its Citrix environment with 50% fewer IT technicians and deliver faster desktop performance for end users.**

## Situation

Corte dei conti is the independent government body responsible for controlling public investment across twenty financially independent regions in Italy. The organisation uses Citrix XenApp to deliver virtual desktops to employees in regional offices, as well as allow magistrates to work remotely from home. However, there was a shortage of Citrix skills in the market and the in-house IT team was struggling to manage the Citrix-based infrastructure effectively. In addition, Corte dei conti's employees frequently expressed frustration about the log-in times and slow performance of their virtual desktops compared to the physical desktops.

## Solution

During a deep review of the VDI marketplace, Corte dei conti discovered Flexxible IT's SmartWorkspaces solution, which is Citrix Ready and specifically developed to enhance the capabilities of Citrix XenApp & XenDesktop. The organisation conducted full evaluations and, in benchmarks against other products, the solution scored top marks. Corte dei conti therefore appointed the IT services partner Teleconsys, following a public tender, to implement five Flexxible | SmartWorkspaces Appliances, providing the organization with the capacity for 300 non-persistent desktops and up to 800 concurrent applications.

## Benefits in ..... Brief

- **50% fewer staff required to manage the virtual desktop infrastructure**
- **66% reduction in log-in times for end users**
- **Virtual desktops faster than physical desktops**
- **Stable platform for additional remote workers**
- **Improved focus on business innovation**



# Benefits in Detail

## **Simplified Virtual Workspace management**

The installation of the Flexxible | SmartWorkspaces solution has dramatically reduced the amount of time that Corte dei conti's IT team needs to spend managing the VDI environment. Complex issues that the team used to grapple with relating to the infrastructure and storage management have completely disappeared, and the number of people required to manage the environment on an ongoing basis has reduced from four to two.

## **A stable platform for remote working**

New legislation in Italy obliges organisations to facilitate home working for 10% of employees. Corte dei conti already allows up to 80 magistrates to work from home, but the improved stability of its VDI platform will give it the confidence to gradually increase the number of people who can work flexibly. The organisation also plans to introduce new Bring Your Own Device (BYOD) policies.

## **Clear insight into VDI usage**

An integral part of the Flexxible | SmartWorkspaces solution, the Flexxible IT Management Console gives Corte dei conti greater control over its infrastructure

and performance levels as well insight into the number of users connected. *"I am very confident that the single management console will be a powerful instrument in the on-going management of our infrastructure,"* Leandro says.

## **Faster performance for end users**

In the initial roll out of Flexxible | SmartWorkspaces, Corte dei conti found that its virtual desktops were running faster than fairly new physical desktops. Problems with multifactor authentication were also resolved, leading to rapid log-in times and improved application performance. *"It used to take users 90 seconds to log in securely,"* Leandro says. *"Now they can log in in 30 seconds."*

## **Greater focus on business innovation**

Most importantly, Corte dei conti's IT team is now less consumed with worrying about managing its platform and can instead develop new services for users. *"I like to sleep at night and that's not easy when you have an overly complex infrastructure,"* laughs Leandro. *"Flexxible IT has improved the stability and performance of our VDI environment, so that we can focus on innovation not infrastructure."*

Components of the VDI infrastructure at Corte dei conti include:

- Flexxible | SmartWorkspaces Appliance FLX-V3P200 (storage included)
- Citrix XenApp & XenDesktop
- Brocade network stack
- Microsoft Windows 2016
- Microsoft Windows 10
- Microsoft Azure for Multi Factor Authentication
- Microsoft Office 365
- Custom built web applications

 **Teleconsys**

**Teleconsys** | Flexxible IT partner |

