

# REVOLUTIONARY IT OFFERINGS ENABLING BUSINESS EFFICIENCIES

The London Borough of Hounslow Council is a local government district in South West London.

The London Borough of Hounslow Council is a customer of Daisy (formerly Alternative).

## The Challenge

The London Borough of Hounslow Council (LBH) was offering IT services to 2,600 users with hundreds of different applications – both onsite at its civic centre HQ and remotely.

Its aging infrastructure and outdated hardware was seriously affecting desktop performance and not only compromising LBH's ability to deliver its services, but also its vision to be infrastructure free by 2017.

## The Solution

We worked in close partnership with LBH to understand pain points and corporate objectives. Once these were identified, effective solutions were recommended by us. Following approval, we worked hand-in-hand with LBH to design and deploy the solution and to deliver its complex requirements, efficiently and affordably. Prior to rollout, the systems were tested in several workshops to assess performance in different environments. Specific criteria included; business users, existing environment and infrastructure, network and security, user workspaces, applications, virtual infrastructure and storage.

All information was collected and discussed before a conclusive design and scope of work was produced. This culminated in Daisy building a Citrix 6.5 form which provided online desktop functionality for LBH's 2,600 users.

## AT A GLANCE

### Company:

London Borough of Hounslow Council

### Industry:

Local Government

### Sites: 1

### Employees:

1,001 - 5,000

### Objectives:

- Update aging infrastructure and outdated hardware
- Improve desktop work experience for all users
- To be "infrastructure free" by 2017

### Solutions:

- Workplace Computing

### Results:

- Decommissioning of legacy environments and consolidated key applications into Salesforce
- Aging PCs replaced with iGel thin clients delivering a consistently reliable desktop experience
- LBH was infrastructure free within given timeframe and remains of the UK's most innovative councils

## The Result

With the presence of the 24/7 network operations centre team both Daisy and LBH have visibility and the ability to react as soon as issues are raised regarding the systems. Hitches were resolved promptly and everyone involved remained aware of the latest developments at all times. Through a dedicated client manager, Daisy ensures that it remains accountable through the life of the contract, giving LBH the peace of mind to concentrate on achieving its business outcomes.

This collaborative approach has enabled LBH to revolutionise its IT offering. To date, we have helped LBH build a new Citrix XenApp 6.5 environment, packaged hundreds of applications using App-V 5, assisted with active directory (AD) and domain controller work, completed a Windows 7 build, and assisted with patching automation and decommissioning of legacy environments.

As a result, LBH has consolidated a number of its applications into Salesforce, replacing aging PCs with iGel thin clients and delivering a consistently reliable desktop experience for all users. This has had a significant impact on efficiency, making LBH more productive whilst reducing the need for support. Most importantly, LBH is well on the way to being infrastructure free by 2017 and remain one of the most innovative councils in the UK.



Find out how Daisy can help  
your organisation:

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