



Access Made Easy

Propalms TSE Case Study

Wingecarribee Shire Council



BACKGROUND

Wingecarribee Shire Council is the local government authority for the Southern Highlands of New South Wales. Located less than two hours from Sydney and Canberra we are a perfect escape for city-weary travellers, a growing economic region and boast wonderful lifestyle. The Shire is an important catchment area for water supply to Sydney, Wollongong and the Northern Shoalhaven and covers an area of 2700 square kilometers with a population of 42,272 persons. The pattern of development is one of dispersed small towns and villages, separated by a semi rural landscape. The low population density, coupled with the wide area needed to be covered by Council services means that IT and manpower resources have to be carefully managed to provide the provision of community services that the Shire Council is committed to maintaining and developing.

THE CHALLENGES

Remote computing at depots was limited or isolated. Dialup networking was used in a very limited fashion to access corporate apps based out of the central site. Following an ICT upgrade in 2002, providing much improved connectivity direct access was allowed, but remote application delivery was seen as being the only viable way to deliver the best performance to the clients at the depots. Microsoft Terminal Services was trialed, but was seen as too slow over the bandwidth available. CITRIX was also trialed but the final solution was deemed too expensive.

THE DECISION

The Councils IT Team then sought alternatives to Terminal Services and Citrix, Propalms was then trialed and selected due to the features, additional management functions, performance, and was a much cheaper option for Council. At the end of the day the Propalms product was going to do the job required.

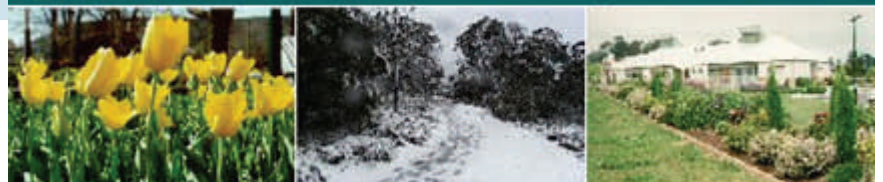
THE RESULTS

The Council has found the Propalms solution to be simple to deploy and maintain. The Application delivery systems combined with thin clients minimises costs of maintenance, updates and service. New applications have been deployed much more quickly and with lower costs. The centralised management functions have reduced ongoing IT costs for both infrastructure and manpower. In a recent upgrade the ICT Support Officer ran the upgrade to the Propalms application delivery network from home in one evening. According to Andy Carnahan, Information Services Manager, Wingecarribee Shire Council: "The recent upgrade of the Propalms network to support functionality for roaming employees was seen as being easily achieved due to the robust management infrastructure provided by Propalms. This gave the Team the confidence to run the upgrade out of hours and remotely".

Key Facts:

- 250 Users
- 8 Sites
- 7 Remote Locations
- \$100M Annual Turn-over
- Widely dispersed users
- Diverse application set

Making the Shire a better place in which to live



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BENEFITS:

- Increased Performance
- Reduced Admin Costs
- Reduced Client Costs
- Increased Availability
- Reduced Rollout Time
- Enhanced Security
- Lower running costs
- Increased functionality

THE RESULTS, continued

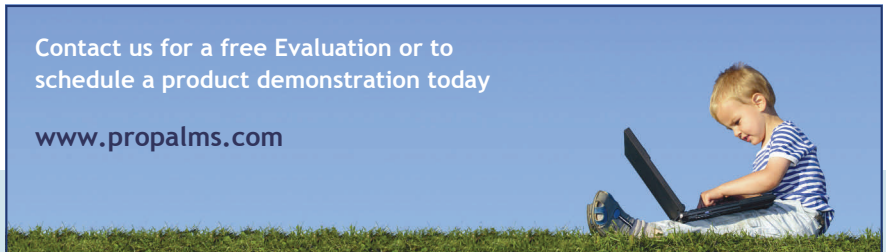
The Council has also seen productivity increase as the resulting systems are seen as being easier to use, and therefore are used more often. An additional function of the Propalms solution, Central Printing Management is a major benefit as printing of job orders, action requests and reports is heavily used at the remote depots. According to Andrew Bell, ICT Team Leader: "The ability to easily manage and maintain applications through remote thin clients provides the Council with an lower life cycle cost. The applications can be managed centrally by fewer, more specialised, staff, and the client hardware lasts longer than a PC."

THE DESIGN

- The Council has a total of 14 production IBM Blade servers running Windows 2003 operating system. 2 IBM Intel servers running Windows 2003 Terminal Services
- 2 servers running Propalms TSE 6.0 and Web Services. The SPR server provides pass through access to the Terminal Servers . One acting as a main gateway and the secondary server acting as a load balancer
- 15 applications, both corporate (Finance, Mapping, asset control, purchasing, payroll, Library Management) and numerous specialised Individual applications
- One Server running Propalms SSL in a DMZ providing pass through authentication to remote clients. These include users logging in from home
- 60 concurrent users
- 8 sites, one central site Civic Centre located in Moss Vale, 3 Service Depots, 3 Libraries, Tourist office
- Load balanced TSE Team
- Local printing centrally managed for each remote site
- Using thin clients in remote depots. All client management is from central site

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ABOUT PROPALMS

Propalms, Inc. (OTCBB:PRPM) is a global provider of application delivery solutions for Terminal Services and Virtual Desktop Infrastructures. Delivering to Enterprises of all sizes we offer reliable, scalable and affordable solutions that simply work. Our belief is that application delivery solutions should be flexible, dynamic and above all, simple to use.

Technology:

Propalms TSE is a complete Server Based Management solution that extends Microsoft Terminal Services 2000/2003 and 2008, offering features such as Application Publishing, Virtual Desktop Broker, Seamless Windows, Resource based Load Balancing, Simple Web based Management, Session Management, Server Health Monitoring, Reporting, Virtual IP, Single Port Relay, Universal Print Driver, Application Access via Desktop Shortcut, Windows Start Menu or Browser-based Application LaunchPad.

For more information visit us at <http://www.propalms.com>

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