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VEDIOR IMPROVES STAFFING SERVICES with a HOB solution and Terminal Services

Vedior Nederland B.V. is part of the international Vedior organization, which is the third-largest global staffing services provider in the world based on sales, with a network of over 2,200 offices in 35 countries. Vedior Nederland offers temporary staffing in both the traditional administrative/light industrial and specialist sectors such as information technology, health-care, accounting, engineering and education, operating under many different brand names for these business sectors, for example Dactylo, Vedior Personeelsdiensten, Mailprofs and Teleprofs. The IT department of Vedior Nederland supports 2,000 desktops for 1,750 employees located in 300 branch offices, which include some on-site locations at large companies.

REDUCING COST WHILE IMPROVING FUNCTIONALITY

In 2002, Vedior had a disparate network, with a local server at any of the 300 sites connected with frame relay leased lines. The system and network administration of the applications and desktops in the offices was completely outsourced. With an IT staff of 30 people, Vedior found it difficult to develop, maintain and renew the business-critical staffing applications for these desktops in the many locations. In addition, the client/server-architecture was four years old and had reached its end of life. "Because of the economic situation, the pressure to reduce the operational costs was high," said Ron Korevaar, IT Manager at Vedior Nederland B.V. "We formed a project group

called 'Vedior Desktop 2003' that looked into the business case and defined the requirements. We set a goal to reduce operational IT costs by 50 percent, while obtaining the same functionality and with at least the same or even better service levels." Another one of the company's requirements was to use Windows 2000 on the servers and to provide secure access to all branch offices.

ONE SIZE FITS ALL

Iwork B.V., founded in 1998, is an independent specialist in enabling people to work anytime and anywhere. Iwork advised Vedior to look into server-based computing technology. The HOB solution, which adds improved security, web access to Windows applications, scalability and more functionality to Windows Terminal Services, proved to be an ideal solution that fitted all of Vedior's requirements. "With our philosophy of 'one size fits all' in mind, Iwork designed and implemented the HOB solution and we started introducing the HOBLink JWT infrastructure," added Korevaar. "We were able to build centralized server farms to enable one technology for every branch office, but offer dedicated applications per site."

The PCs in the branch offices are configured to function as thin clients using in-house scripts and require no local administration. By using PCs as thin clients, there was no need to upgrade the Windows NT operating system or replace the PC hardware. The lifetime was extended from three to over five years. Only a few PCs are still deployed for some applications that are not Terminal Server capable.

"We reduced our TCO with 50 percent by migrating to broadband and server-based computing technology based on HOBLink JWT."

RON KOREVAAR, IT MANAGER, VEDIOR NEDERLAND B.V.



“We also implemented mobile services, for mobile notebooks on the road. When the notebook is connected to the network, it is technically a thin client. Users get access to the local drives in the system using the seamless local drive access in HOBLink JWT,” said Korevaar. When separated from the network, the notebook acts as a full pc, and employees can work from home or any location using a phone, an ISDN or broadband connection.

“Staffing service is all about people, as they are the company’s main asset. The new IT infrastructure makes managing a temporary workforce of over 20,000 people easier and more efficient.”

■ ALL REQUIREMENTS ARE MET

“One very important advantage of using HOBLink JWT is the easy administration. The server farms with 25 Terminal Servers are managed by the existing IT staff. There is no need for dedicated system managers, that other solutions often require,” commented Korevaar. Additionally, after implementing HOBLink JWT, the company no longer needed the outsourced system administrators and was able to handle the complete desktop administration with the internal IT staff.

HOBLink enables web-based access to mission-critical applications. The resource-based load balancing and application publishing features of HOBLink JWT make sure that every connecting user gets their applications from the server farm of their branch office. This way, every user gets a secure connection and is routed to a dedicated server farm with exactly the applications they need for their work.

“We migrated from frame relay to ADSL connections and consolidated 300 local servers to 70 centralized servers including 25 HOBLink JWT Terminal Servers,” said Korevaar. “This way, we reduced our TCO with 50 percent, just by introducing broadband and the HOB solution.”

The company found that HOB products proved capable of delivering a solid and secure access to centralized applications with excellent performance. In addition, the solution gave the IT staff a faster Time to Market for new specialized applications or versions of applications. The new infrastructure is not only very easy to manage, the software licenses are also much less expensive than those of most competitors.

In the future, Vedior will investigate the implementation of a second data center to create a fail-safe environment.



SYSTEMS IN USE:

- 2000 Siemens Windows NT Workstation PCs, used as thin client
- 70 Dell Power Edge 2650 servers
- Microsoft Windows 2000 Server
- HOBLink JWT
- In-house developed front office applications for registering new temporary employees and time registration
- In-house developed Linux based back office payroll and invoicing system
- Office 2000
- Internet Explorer 6