

# Pro Infirmis

The Swiss non-profit organization for disabled persons, Pro Infirmis, decided to centralize its IT services and is now deploying the applications in the organization's new Citrix environment with the Enteo Management Suite for Citrix.

## CUSTOMER PROFILE

### INDUSTRY

Non-Profit Organization

### CHALLENGE

- Decentralized organizational structure
- Inconsistent installations
- Introduction of new IT organizational infrastructure

### SOLUTION

- Centralized IT infrastructure
- Introduction of Citrix environment
- Automated application installation with Enteo

### RESULT

- Fast and efficient software deployment
- Consistency and stability of available applications
- Lean IT department

## Providing solutions for the benefit of persons with disabilities

Each year, almost 20,000 disabled persons and their families seek help at one of the 50 information centers that Pro Infirmis operates throughout Switzerland. The country's largest umbrella organization dedicated to the advancement of disabled person selected Enteo, among others, as part of a project under the motto "renewal" or "centralization of the IT infrastructure". With the management suite for Citrix Presentation Server, applications will be deployed automatically on the newly installed Citrix server farm.

Pro Infirmis was increasingly faced by a daunting and resource intensive IT challenge: The organization operated locally managed, autonomous IT infrastructures with servers installed at some 50 locations in Switzerland. What's more, the organization employed 500 staff and their desktops which operated on an heterogeneous landscape with diverse hardware and operating systems featuring different versions and applications. The situation had evolved historically and with every passing day it became more evident that this constellation was out of date. The organization needed a present day work environment that would facilitate working across diverse project groups. At the end of 2006, the organization decided to renew its IT infrastructure and opted

for a fundamentally changed approach to IT. It was decided that a centralized approach would replace the decentralized structure. The new approach would include a centralized management system and a standardization of both operating systems and applications as well as a centralized data.

The implementation of the project began in 2007. In a first step the central infrastructure was set up at Pro Infirmis' headquarters in Zurich. The decision to introduce a Citrix Terminal Server infrastructure was driven by technical, operational and financial motives. This infrastructure comprises 25 physical as well as 20 virtualized servers. For security purposes, they are distributed across two locations and two separate WANs. In the

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**Marco Röthlisberger**

Head of Information Technology at Pro Infirmis

second phase, external locations were converted, standardized and connected to the central infrastructure. Some six months later, all staff were able to work in the new environment on PCs configurated as Thin Clients.

### “I would choose Enteo again”

Marco Röthlisberger, Head of Information Technology at Pro Infirmis, was in charge of implementing the project at the organization. Looking back at the evaluation of the software management solution, he smiles, “I admit that at first we seriously considered to deploy the software on the Citrix Server manually using Ghost image files. This is how we used to set up the desktops. Steffen Informatik, our project partner, however recommended that we automate these steps.”

Steffen Informatik is a leading company specialized in system integration, software solutions and outsourcing. As an Enteo certified solution provider, Steffen Informatik also boasts extensive experience in the fully automated software configuration management of Citrix Presentation Servers and Farms. “We quickly overcame our initial reservations and gave up the concept of image ghosting. A demo and an evaluation of similar products available on the market quickly convinced us of the benefits of the Enteo solution for Citrix environments. Today we would not want a different solution. If we had to choose again, we would vote for Enteo even more decisively,” says Röthlisberger. This is true especially in light of the fact that Enteo’s solution is fully integrated in the market. This also met the organization’s requirement to only use solutions already widely accepted in the market.

### Easy to use and process friendly

Up to now, the solution has been well received across the board. The quality of the automated installation has been excellent with a consistency never seen before. In addition, it is highly resistant to errors or inexact manual installations. “The service oriented Enteo Management Suite for Citrix Presentation Server is very clearly structured and process friendly. This has been especially important for us given our relatively small environment and limited number of applications, mainly comprised of standardized programs.

Thanks to the integrated development and testing environment we can start in a test environment, and then move to an integration or pilot environment until we go live in a final stage”.

At first, Pro Infirmis benefited from the support of the experts at Steffen Informatik, who were in charge of the software packaging and deployment in the initial stage.

“In the medium term, these activities will be handled internally.” While the introduction of Enteo was successful, Pro Infirmis’ Head of IT, Röthlisberger, is thinking ahead. The modular structure of Enteo’s suite is a performance highlight that he has come to appreciate. “We don’t yet use the full spectrum of options available to us, but we can easily expand it step by step. The license management could soon become relevant for us – because it doesn’t only provide information on what has been installed but also to what extent the software is being used.”

### PRO INFIRMIS

*Since 1920, Pro Infirmis has been dedicated to advancing the participation of disabled persons in every day life while overcoming discrimination. 500 staff in 50 business and information centers provide services at minimal cost to persons with a physical, mental and psychological disability as well as their families. The range of services includes individual support, counseling, family support as well as mobility services. In order to cover costs, Pro Infirmis needs funding amounting to about CHF 65 million. 60 percent of funding is government sponsored and 40 percent are donations.*



### Mission accomplished

The project IT centralization and standardization at Pro Infirmis has clearly accomplished the defined objectives. Thanks to the new Citrix environment, Pro Infirmis' IT structure now meets the requirements of a modern day workplace in terms of efficiency, availability and security. Staff quickly overcame their initial reservations and have reacted well to the new IT structure. Enteo

Management Suite takes on a central role while staying "in the background" in that it makes new applications available swiftly and smoothly, offering efficient maintenance, and is guaranteed to operate round the clock. This not only significantly reduced administrative costs but also frees up resources. This enables Pro Infirmis to operate a lean IT department with only five staff to manage the organization's IT needs.

### PARTNER PROFILE

As one of the leading IT services companies in Switzerland, Steffen Informatik offers IT solutions in the areas "Consulting", "Infrastructure Solutions", "Business Solutions" and "Operation & Services". The client focus of Enteo's Certified Solution Providers is on small and medium sized companies, public administrations, hospitals and schools. The company was founded in 1989 and is managed by the owner. About 50 qualified staff serve clients throughout Switzerland.

"We were able to complete an important phase. Thanks to Enteo Management Suite for Citrix Presentation Server we now have a highly functional and efficient tool that will provide real support in the next steps," says Marco Röthlisberger.

### About FrontRange Solutions

FrontRange Solutions develops software and services that growing mid-size firms and distributed enterprises rely on every day to build great customer relationships and deliver high-quality customer service. The company applies a unique combination of innovation and automation with a standards-based approach to simplify core business processes, including: IT service management; customer relationship and sales force management; and PC lifecycle management. More than 150,000 of the world's best-known brands use FrontRange offerings to quickly improve their interactions with external and internal clients and achieve better business results. For more information please visit [www.frontrange.com](http://www.frontrange.com)



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