



**SØR-FRON
KOMMUNE**
Den grønne kulturbygda

LIQUIT BRINGS COLLABORATIVE SIMPLICITY TO NORWAY'S SØR-FRON MUNICIPALITY

SUMMARY

CUSTOMER: The Norwegian municipality of Sør-Fron provides a wealth of healthcare and senior citizen services, education, and other services needed by its over 3,000 citizens with support from 400 municipal employees supporting those individual services.

CHALLENGE: Sør-Fron required a unified workspace and application management solution that would give them the fast and seamless access for increased collaboration from anywhere on any device. Audio and video delivery via the legacy VDI (Virtual Desktop Infrastructure) along with hybrid environment application access and unified SSO were challenges.

SOLUTION: The municipalities three-member IT team was supported by Abacus IT, who implemented Liquit Workspace, Liquit Release & Patch Management and Liquit Access Manager to integrate with its Office 365/Teams and Azure AD to deliver over 60 applications to device users beyond the network.

RESULTS: The municipality has transitioned nearly all its 400 employees to Liquit Workspace with a sizeable number of applications available via their branded Liquit Workspace Portal. Users are now able to seamlessly gain access to Office 365/Teams and Azure AD Installations integrated with Liquit Workspace for the foundation of increased collaboration on any device from anywhere.

SØR-FRON KOMMUNE

Sør-Fron is a municipality in Innlandet county, Norway, with a population of just over 3,000. Like all municipalities in Norway, Sør-Fron delivers primary education, outpatient health services, seniors citizen services, unemployment and other social services, zoning, economic development, and municipal roads.

CLOUD-BASED APPS AND REMOTE COLLABORATION

With a mix of services and a workforce of 400 delivering them, Sør-Fron's largest user group were healthcare providers serving all types of healthcare specialists, including midwives, infant care specialists and seniors. "Providers are major system users working with patients and accessing applications, so seamless, simple, and transparent application/provider access and collaboration is vital," explained Sør-Fron municipality IT advisor Knut Myromslien.

Like every organization during the pandemic, Sør-Fron needed to transition to remote work in 2020. They had just begun transitioning to limited Office 365 and Teams SaaS use for improved collaboration as part of their cloud journey. The legacy back-end system consisted of a Citrix VDI platform and gateway that supported a thin client environment for the workforce.

The municipality began incorporating more SaaS applications into their stack and decided to move to workstations and laptops for both office and remote workers. As things began returning to normal in 2022, we started discussing a more

agile approach to workspace and application management that could enable our collaboration journey," explained Knut.

THE JOURNEY TO GREATER COLLABORATION

The firm that would one day grow into Abacus IT had been a longtime integration partner for Sør-Fron, having implemented and maintained their Citrix system over the decade-long partnership. The municipality began thinking of a more agile yet simple approach to workspace and application management in 2021. Abacus began considering Liquit for its broader customer base and suggested it for the municipality. "Our needs were very complex with very different kinds of personnel and applications," said Knut. "Liquit could simplify that complexity for IT and make it transparent for end users, which was essential."

LIQUIT FOR IMPROVED PRESENT AND FUTURE COLLABORATION POSSIBILITIES

Glenn Eriksen and his Abacus IT team handled the Liquit implementation and broader system design. Abacus instituted a pilot project in the spring of 2022 with a group of 10 users from the estate department, which used many applications and services. "We didn't know what the outcome would be on our end, but we had a lot of trust built up with Glenn," said Knut.

Abacus installed a few applications and the windows OS into the Liquit platform with pilot users delivering positive feedback. The second phase of the project involved delivering several applications into the end user devices to support the transition from Citrix and thin clients to PCs and laptops.



According to Knut, the next phase involves moving more challenging applications into the Licit Workspace portal and focusing on application stack reduction via SaaS use:

“Our goal is to deliver all the apps to end users with consolidated and transparent single sign on access across the general application stack, Office 365/Teams and Azure AD. Licit provides a wealth of opportunities that we’re discovering, so we’re going slowly with just the Smart Icon delivery with Abacus IT spearheading the application implementations and updates.”

The next phase saw the Abacus IT team adding over 100 additional users that were all experiencing a new way of working with a shift from thin clients to a variety of devices. Increased end user time savings, transparency, and collaboration are now becoming clear as the workforce makes the mental shift.

LIQUIT PAVES THE WAY FOR AN EXPANSIVE COLLABORATION FUTURE FOR SØR-FRON

With over 400 users expected to be using the Licit Workspace by spring of 2023, Sør-Fron has transitioned from thin clients and a Citrix backend to Licit Workspace with a growing number of apps available to all users via workstations, laptops, Chromebooks, and other devices. “We’re achieving our goal of delivering a more modern workspace with less complex IT experience through Licit that we expect will increase productivity without an increase in costs,” explained Knut.

The municipality will migrate the journaling system for the doctors this spring from the municipality’s on-premises data center to the cloud, which will support municipality third-

party partners in working on the system with proper access. The next possible step is expanding application access that would eliminate the current need for some users to log into the existing Citrix gateway by further implementing Smart Icon configuration for transparent access. “We’re an IT staff of three that doesn’t work weekends, so the system needs to work,” said Knut. “The Licit portal is an easy transition since they see the same icons as they did on the Citrix platform so it will hide any technical transitions behind the icons, so they just click, and it works how they expect.”

The municipality expects to consolidate its data center over the next several years as they upgrade servers and move more applications to the cloud. “I think the big picture is to transform the way the personnel across the municipality works and communicates while also using Licit Workspace to enable more self-service and automation in the coming year and integrate better into Teams as our main collaboration platform,” said Knut.

With the Sør-Fron IT team relying on Abacus IT, Knut is looking at much more expansive possibilities for the future with Licit Workspace:

“We’re considering the future possibility of switching our education system users from their current Google platform use for education to Teams and Licit Workspace, which could be another 400 people relying on Teams, and hopefully the Licit portal. These possibilities show how the Licit platform is becoming a catalyst for expanding the way the municipality and its users communicate and collaborate by creating new ways to work operationally and do things faster and better.”



ABOUT LIQUIT

Liquit makes applications and end-users work harmoniously and transparently in the way that everyone demands and expects. At the same time, we give your IT team the management and provisioning control that's fast, simple, and transparent. This is how end-to-end application management was meant to work for every enterprise and organization.

sales@liquit.com / www.liquit.com

EUROPE

Kastanjelaan 6
2982 CM Ridderkerk
The Netherlands
Phone +31 88 63 83 500

AMERICAS

228 East 45th St Suite 9E
New York NY 10017
United States of America
Phone +1 (630) 940-5013