



Bodensee-Oberschwaben CCI

Reducing Administrative Overhead and Licensing Costs at Bodensee-Oberschwaben CCI with H+H NDM.

The Chamber of Commerce and Industry (CCI) for the region of Bodensee-Oberschwaben in Germany is responsible for three counties. With 31,000 member companies and a staff of some 70 employees, the Bodensee-Oberschwaben CCI is in the lower middle range of the 83 regional CCIs nationwide. As far as their IT infrastructure is concerned, however, they are definitely among the most modern. Just a short time ago, though, almost the opposite was true.

"Due to the wide range of activities at the CCI, we had amassed some 200 different software applications," states Klaus Burkhardt, assistant manager of the Central Services business area and responsible for IT systems. "A chamber of commerce and industry can be a real grab bag of services and functions, and this was reflected in our range of applications," he added. Each workstation was equipped with a full-featured PC, but after more than six years in operation, they were no longer powerful enough to run the latest programs. "What's more, the frequency of technical errors had increased dramatically. We urgently needed a new solution," recalls Burkhardt.



Klaus Burkhardt, responsible for IT systems

In cooperation with Systemworks EDV, a local computer firm that has been supplying and consulting with the Bodensee-Oberschwaben CCI for a number of years, a comprehensive plan for modernization of the data processing infrastructure was drawn up towards the end of 2006. The two most important factors in introducing the new solution were, first of all, that all the required applications be installed and operational, and second, that the migration to the new system be carried out seamlessly and without any system downtime. "System availability is of prime importance here," Burkhardt pointed out. For Bodo Przygoda, it was clear from beginning: "The best way to meet all requirements was to install a terminal server solution." Before implementing the new solution, the CCI carried out a final review of their software applications.

"We discovered that barely 30 of the 200 applications are actually used in our day-to-day work. We immediately uninstalled the rest, which drastically reduced the administrative workload," explains Burkhardt.

One Out of Three CCIs Relies on Terminal Servers

Terminal server technology is already in place in about one-third of the 83 countrywide chambers of commerce and industry. Compared to the classic client/server architecture, terminal servers offer a number of advantages with regard to both administrative overhead and total cost of ownership (TCO). All processing, including all applications that the organization uses, executes on one or more centralized servers. This reduces the demands on user terminals significantly, with the result that workstation machines are primarily used to display screen output. Thus the expensive, loud and failure-prone PCs of the past can be replaced by "thin clients"—compact, maintenance-free terminals used primarily for the display of screen contents. Even with a fully featured operating system, the acquisition costs for thin clients are far lower than for standard PCs.

Extensive functionally at an attractive price

In addition to the specialized hardware, the servers and thin clients, a terminal server system also requires a special operating system. This is usually a Windows Server 2003 Terminal Server installation. "Windows Terminal Server alone offers only very basic functions, particularly with respect to application distribution, and must be combined with an additional software solution," Przygoda points out. As a certified partner of H+H Software GmbH, Systemworks EDV suggested the NetMan Desktop Manager (NDM) terminal server software suite, and made a trial version available to the CCI free of charge. Klaus Burkhardt describes some of the advantages of the H+H product: "We were looking for a comprehensive solution that offered extensive functionality at an attractive price. The flexible licensing scheme offered by NetMan Desktop Manager appealed to us from the outset. We can purchase a new package with just a few licenses whenever we need to add users. The competitor's products, which are used by a number of other CCIs, are in an entirely different price league without giving any real added value."

Smooth Migration Follows Successful Trial Phase

Klaus Burkhardt thoroughly tested NetMan Desktop Manager for a three month period with the support of Systemworks EDV. "Most importantly, I wanted to check whether and how the required applications would be installed on the terminal server. I was also interested in the administrative tasks involved in setting up users and the allocation of program icons on the desktop," says Burkhardt, describing the trial period. Three employees from the CCI acted as test subjects to evaluate the system from the end users' perspective. "Although the terminal server system was completely new territory for us, we were convinced after just a short time that we could rely on this technology," reports Burkhardt. In March, 2007, Bodensee-Oberschwaben CCI began rolling out their new solution. Three



Employee at her thin client workstation

terminal servers and a new domain controller were put into operation. They also put in NetMan Desktop Manager with 100 user licenses. Klaus Burkhardt carried out the installation virtually on his own. "Thanks to the excellent printed manual the installation was no great challenge," says Burkhardt, praising the NDM documentation. Subsequently most of the PCs were replaced by thin clients. The older monitors gave way to state-of-the-art flat panel displays. The optical quality was less of a consideration in making this decision than the considerably lower current consumption. The use of terminal server technology, with the concomitant energy-efficient hardware, saves the CCI 3000 euros annually in electrical costs. "The conversion of the workstations was quite easy: PC out, thin client in, go on working," declares Burkhardt describing the conversion to the new solution. In the event of defects, too, a thin client has the advantage over a PC, as it takes just a few minutes to replace a defective unit. The user can get back to work right away, without any loss of data or productivity. Unlike the previous system, which kept Klaus Burkhardt busy for about half a day every week with administrative tasks, the terminal server system with NDM entails virtually no administrative work at all. "Now and then I set up a new user account or install a software update, and that's generally all there is to it," proclaims Burkhardt. NDM's integrated license management features saves the CCI considerable expenses in another area as well. "This feature makes it remarkably easy to avoid the unnecessary expense of over-licensing. Furthermore, we no longer need the help-desk software we used to use, because NDM offers a convenient feature that lets the system administrator directly access the user's desktop."

Some of the staff at the Bodensee-Oberschwaben CCI were doubtful at first about the slender new personal computers. Since they did not have to sacrifice convenience or ease of use, however, the entire staff became accustomed to the new machines quite quickly. "The thin clients are highly dependable, and everyone appreciates the fact that the new computers make virtually no noise," says Burkhardt.

Excellent Security Features

A central security manual defines data security policy for all CCIs in Germany. For example, the rules defined in this handbook prohibit the use of CDs and USB flash drives on PC workstations, to prevent both the transfer of viruses or other malware and unauthorized movement of sensitive data. The features integrated in the H+H NDM package make compliance with such regulations a breeze. This is another area in which Klaus Burkhardt is pleased with the new H+H NDM system. "The combination of thin clients and NetMan Desktop Manager ensures the highest possible security."

The Project Numbers

The introduction of terminal server technology and NetMan Desktop Manager at the Bodensee-Oberschwaben CCI was supervised by Systemworks EDV, a systems integrator based near the CCI. A total of 3 terminal servers, 1 primary domain controller, 53 thin clients, 17 Windows XP workstations and 9 notebooks were installed. The CCI also obtained 100 Network Desktop Manager licenses. Including the services provided by Systemworks EDV, the total cost of the project amounted to about 80,000 euros.

About the Bodensee-Oberschwaben CCI

The Bodensee-Oberschwaben Chamber of Commerce and Industry extends membership to all types of business enterprise except handicrafts. Membership currently includes about 31,000 companies in the counties of Sigmaringen, Ravensburg and Bodenseekreis. Business professionals in member companies elect representatives every five years in a plenary meeting, and the same body determines the scope and objectives of the CCI's activities within the legal framework, as well as the annual budget and major personnel decisions.

Bodensee-Oberschwaben Chamber of
Commerce and Industry
Lindenstraße 2
88250 Weingarten
Phone: +49-(0)751-409-0
www.weingarten.ihk.de



About Systemworks EDV

Systemworks EDV is a specialized dealership that concentrates on providing full services to small and medium-sized enterprises, from the initial planning stages of a project to implementation to installation. Their clients include industrial enterprises, handicraft businesses, system providers and other businesses.

Systemworks EDV
Kammermoosstr. 1
88339 Bad Waldsee
Phone: +49-(0)7524-914 619
www.systemworks-edv.de



About H+H Software GmbH

H+H Software GmbH, founded in 1989, is a systems and software manufacturer located in Göttingen, Germany. The company's core business includes development and marketing of solutions for management of applications, licenses and networks, as well as expert consultation in all these areas. H+H is also one of just 350 Microsoft Gold Certified Partners in Germany. H+H Software's clients are mainly industrial concerns, small businesses, universities, government agencies, libraries, and schools. But H+H also serves individual users with the stand-alone version of its popular CD and DVD emulator, Virtual CD. The company's products include H+H NetMan, NetMan Desktop Manager, Virtual CD and HAN, the Hidden Automatic Navigator. H+H also offers an optimized NetMan version for educational use, NetMan XP for Schools.

For details, visit www.hh-software.com

H+H Software GmbH

Maschmühlenweg 8-10 | D-37073 Göttingen
Tel.: +49 (0) 551 52208-0 | Fax: +49 (0) 551 52208-25
eMail: hh@hh-software.com | Web: www.hh-software.com

