



## Vlaamse Overheid Agentschap voor Landbouw en Visserij Finds Reduced Energy and Maintenance Costs, while Improving Security and Disaster Recovery with vWorkspace from Quest

### The Challenge

Vlaamse Overheid Agentschap voor Landbouw en Visserij was looking for ways to reduce the increasing costs of desktop maintenance, improve data security and disaster recovery, while being more environmentally conscious.

Roughly 18% of Agentschap voor Landbouw en Visserij's employees are IS/IT staff and desktop maintenance is a big concern in the daily workload of the infrastructure division. Additionally, Agentschap voor Landbouw en Visserij saw shrinking hardware refresh cycles (4 years at most), as a budget drain.

Because Agentschap voor Landbouw en Visserij is a government agency and a European paying agency, security is always a concern. Managing all of the distributed access points (each desktop) and sensitivity of data that crosses those desktops can be a monumental task for the IS/IT staff at Agentschap voor Landbouw en Visserij. The ability to quickly recover from disasters was also a concern. Just because desktops get infected with viruses, CPUs burn out, or operating systems crash, doesn't mean the government stops!

Lastly, Agentschap voor Landbouw en Visserij wanted to become more environmentally conscious by using less energy and offering employees the opportunity to work from home – saving gas, office space, and related expenses to “coming into the office”. While in the office, nobody has a fixed desk or fixed pc.

### The Quest Solution

Once it was decided that desktop virtualization could answer a lot of Agentschap voor Landbouw en Visserij's challenges, they began evaluating all the major players in the space. “We looked at a lot of technology, but only Quest vWorkspace allowed us the flexibility to have one broker for Microsoft Terminal Services and VDI on ESX hypervisor in one desktop client. Add to that their USB device support and universal print driver, and no other solution compared in the same price range”, states Johan Vrijders, Director of IT Infrastructure Operations.

### The Bottom Line

“Our data is much more secure because we consolidate it in the datacenter. Our maintenance costs have been reduced significantly because we almost never have to make desktop visits anymore,” proclaims Jo Jacobs. “The other day, one of our employees made a service desk ticket with a hardware pc error. He was able to continue his work on another terminal nearby and the service desk team only had to replace the hardware, not to restore his data. The user had no disruption except to go to sit on the chair nearby and we had just to replace the hardware. 10 minutes instead of 1-2 hours,” continues Johan Vrijders.

Agentschap voor Landbouw en Visserij is pleased to get two more years out of client hardware (physical desktop) now that they have been repurposed for the virtual environment, saving Agentschap voor Landbouw en Visserij an estimated €200,000. Energy costs have dropped nearly 50%, and Agentschap voor Landbouw en Visserij is

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### Overview

Vlaamse overheid



### Headquarters

Brussels, Belgium

### Critical Needs

- Gain flexibility and reduce costs of desktop maintenance
- Improve security and disaster recovery
- Reduce Energy costs, be more environment conscious

### Solution

**Quest®  
vWorkspace**

### Results

- 90% reduction in physical desktop visits
- €200,000 reduction in hardware costs
- 50% drop in energy costs
- 10 minutes vs 1-2 hours to re-image and present a new desktop

pleased to offer employees secure work-from-home opportunities, which in the future may allow Agentschap voor Landbouw en Visserij to reduce the office space needed and therefore reduce costs even more.

### About Vlaamse Overheid Agentschap voor Landbouw en Visserij

The Flemish government Agentschap voor Landbouw en Visserij is responsible for the implementation of the Flemish and European agriculture policies in Flanders. Since the reformation on the 1st of January 2006 for improved and centralized administration, the term “Flemish government” is also used for all government administrations of the Flemish government, without the Flemish parliament. Agentschap voor Landbouw en Visserij is the authorized paying agency for European and regional premiums to the Flemish farmers.

### About Quest Software, Inc.

Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help organizations get more performance and productivity from their applications, databases, Windows infrastructure and virtual environments. Quest Software is a global provider of presentation and desktop virtualization solutions. Quest Software solution, vWorkspace, embraces and extends the Microsoft Terminal Services platform and Virtual Infrastructure platforms from Microsoft, Parallels, Virtual Iron, and VMware, delivering resilient, scalable and dynamic on-demand desktop deployment and application delivery for enterprises worldwide.

With a world-class client list, comprised of some of the world’s largest commercial enterprises, and government organizations, Quest is the most trusted name in presentation and desktop infrastructure virtualization. To learn more about Quest and our enterprise access solutions, please visit us at [www.vWorkspace.com](http://www.vWorkspace.com).