Case study

Successful workstation rollout in the Canton of St. Gallen

HP provides a complete solution with state-of-the-art hardware and services from a single source

Industry
Local government

Objective
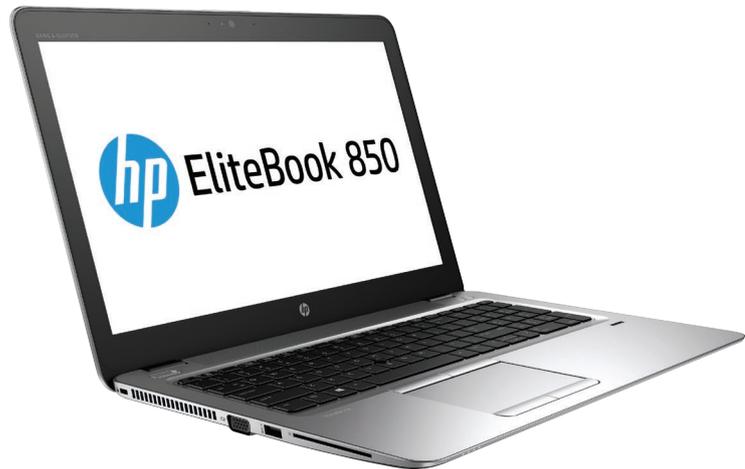A fast and smooth rollout of desktops and notebooks

Approach
WTO tender issued

IT matters
• High level of reliability from HP

Business matters
• Smooth device migration to ensure continuity of day-to-day business for staff

• Increased productivity by using high-performance hardware with the latest technology including Solid State Drives (SSD)

• Increased employee satisfaction from using lighter, faster devices

Kanton St.Gallen

"The rollout was very well planned, prepared and successfully implemented. All services were performed on time and HP was flexible in responding to any adjustments. Staff have also been very positive about the rollout."

– Robert Schneider, CIO, Canton of St. Gallen

Successful implementation of the World Trade Organisation tender
Staff workstations have been modernised based on a World Trade Organisation (WTO) tender for the Canton of St. Gallen, won jointly by Abraxas and HP. A total of 4,200 high-performance desktop PCs and notebooks have been installed across 83 locations. The scope of this rollout also covered disposal of the old devices, including destruction of the data on them.

Challenge

A speedy rollout without interruptions to work processes for staff

The local government of the Canton of St. Gallen provides a variety of different services for its inhabitants and the economy. In order to do this, the majority of its approximately 4,000 employees are dependent on reliable and flexible IT tools. When the old basic infrastructure was no longer able to meet these requirements, the service for IT planning for the Canton of St. Gallen launched a WTO tender process for the introduction of "Workstation 2015" (APZ 2015).

Clients are an integral part of APZ 2015: no matter what device they are using or where they are, users can now access the applications and data they rely on. This is possible without additional installations or additional costs. From their office workstations, staff have direct access to APZ services. When they are on the go, access is via Direct Access on a laptop and, when working from a home device, a virtual client is used. As a result, wherever they are and whatever device they are using, users benefit from having an identical workstation environment and can perform their duties efficiently.

Solution

Latest HP technology with customised services

The local government of the Canton of St. Gallen decided to go with hardware from HP: HP EliteBook 840 and HP EliteBook 850 for mobile use and HP EliteDesk 800, small form-factor PCs and tower PCs. In order to be able to install this new hardware quickly at all 83 local administration sites, Abraxas and HP expanded their successful partnership to cover the provision of staging and rollout services, based on the WTO tender which they won jointly.

"We had already worked with HP on similar projects in the past so we knew that HP had the necessary experience and the expertise needed to successfully implement a project of this scale and complexity. HP has the necessary size and logistics for the rollouts to work—even in the absence of individual members of staff," says Erwin Ochsner, project manager at Abraxas Informatik. "It was important for the local government of the Canton of St. Gallen that, if at all possible, staff should not experience any interruption to their work during the rollout. Everything needed to run reliably, smoothly and to schedule. At the same time, a high degree of flexibility was required when it came to customers' needs."

The timetable for the rollout was tight: in the space of just a few months, a total of 4,200 devices needed to be installed and brought into operation on site; at least 60% in the city of St. Gallen, the rest spread across the entire canton. The project was particularly complex due to the large number of very different administrative sites, each with very different requirements which all had to be taken into account: The cantonal police, for example, is on duty around the clock seven days a week. There are departments with opening hours for the general public, such as the Road Traffic Office, for example. In prisons, there are special security measures which must be observed. And in sensitive departments such as courts and public prosecutors' offices, the issue of data security is of the utmost importance.

Benefits

Positive experience for staff

"HP was very flexible with regard to working times, which we adapted to individual needs out of consideration for the staff and official departments," recalls Ochsner.

The process and all the dates for the rollouts were agreed with the client relationship managers in a rolling wave plan. Throughout the project, there was close coordination every two weeks. At times, there were four HP rollout teams working simultaneously to perform all the on-site services in a coordinated manner, such as initial set-up of the hardware with software and images (staging), installation and disposal of the old equipment.

Customer at a glance

Hardware
- HP EliteBook 840
- HP EliteBook 850
- HP EliteDesk 800, SFF and TWR

HP Services
- Rollout and rollback services

On each rollout day, the new devices were transported to their location, where they were then installed and personalised and the old equipment taken away. The HP service covered the disposal of the old devices including the destruction of the data on them.

"The rollout was very well planned, prepared and successfully implemented with HP. Deadlines were kept and HP was flexible in responding to any adjustments. Staff have also been very positive about the rollout," says Ochsner.

"We had the HP partner on our side managing the whole package, from the early stages of ordering, delivery and assembly, including the disposal of our old equipment, to the final stages of data cleaning, everything was done very professionally."

– Erwin Ochsner, project manager, Abraxas Informatik

This was important for us in IT, because the client rollout was the final link in the entire chain of the Workstation 2015 project and, for staff, the most visible. In this respect, the successful client rollout ensured a positive overall impression of the project.

"With HP, we had a partner by our side that handled the entire package very professionally, from placing the order to staging services, delivery and set-up, right through to disposal of the old equipment and data cleansing," adds Ochsner.

In every respect this was a successful implementation of a challenging project.

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