

# ForceFusion

Workspace Management the way MSP's like it:  
cloud-based, minimal overhead and good support



*'worXpace reduces our management burden as an MSP'*

ForceFusion, located in the Dutch province of Zeeland, has been successfully pushing forward as a Managed Service Provider (MSP) for thirteen years. Innovation is given high priority in their operations. For example, the fact that they were already busy with VDI during the Windows XP era is telling in this regard. In 2012, they decided to start working with Scense for customer workspace management, to which the cloud version worXpace was added recently. ForceFusion has been convinced of the many benefits for 10 years and sees WorXpace as a logical continuation for the future.

## Challenges

Minimize the management burden of MSP services with respect to cloud-based workspace management

## Solution

Partnership with AppiXoft and deployment of worXpace to manage and deploy applications to customers

## Benefits

Unburdening, cost savings, multi-functionality, fast response

*'worXpace offers optimal control. Also in terms of security'*

ForceFusion manages a wide range of clients in the logistics, recreation, healthcare and construction industries, among others. ForceFusion manages complete IT environments for these clients and hundreds of end users from its own data center in Goes. Their LeanComputing® data center is based on VMware virtualization technology and modern Windows operating systems. Although workspace management currently has a modest share in the overall portfolio, ForceFusion wants to quickly increase this share, and worXpace is extremely suitable for this, according to Director Peter Ramsteijn.



**Mario Coppejans**  
Manager Operations

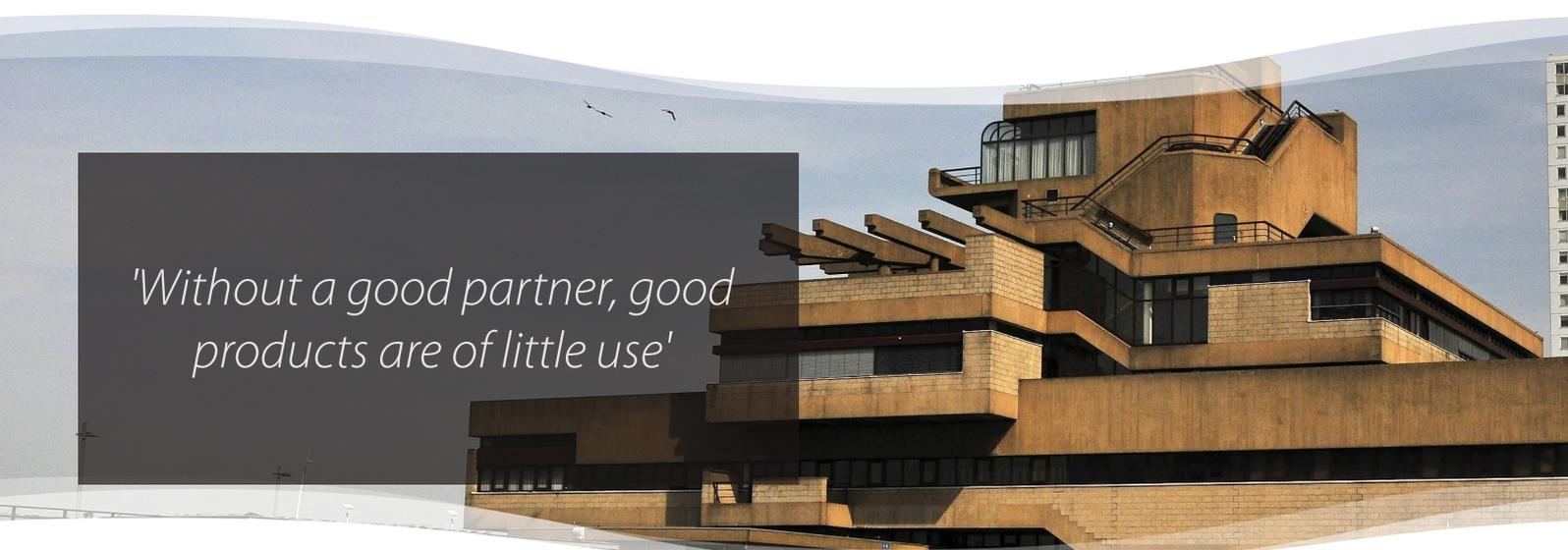
**Peter Ramsteijn**  
Director

## Partnership

"It's not just worXpace that matters to us, but AppiXoft, as a partner, is equally important. Without a good partnership, good products are of little use. Our primary role in the partnership with AppiXoft is that of implementation partner for worXpace. Good technical support is of course crucial here, and AppiXoft has that covered. They always respond very quickly and are always solution oriented. In addition, they are always willing to train our employees and teach them the intricacies of worXpace. With worXpace you can enroll and deploy applications at lightning speed and in a controlled manner and the ease of use is very high for both administrators and end users."

## Automation down to the last detail

"Making software available via worXpace Service Point also has advantages in terms of security. Where normally end users install software without the knowledge of their IT department, as an administrator you now have control over the installation of software by end users. This also provides the necessary benefits in terms of security. Another big plus is that you can use scopes and conditions to automate all kinds of things. For example, if a VPN tunnel needs to connect to a certain server in order to start a client, you can run tests in advance and send users a message that the application will not start because there is no connection to the server for a while. The same can be done during maintenance operations."



*'Without a good partner, good products are of little use'*

## Self-service for end users

"It does everything it is supposed to do and much more. And that with a much lower management burden than other providers, which is obviously essential for an MSP or System Integrator. But Mario can tell you a thing or two about that." According to Mario Coppejans, Manager Operations at ForceFusion, that lower management burden lies in the self-service capabilities of the worXpace Service Point, among other things. "This is a kind of proprietary App Store where end users can download additional software in a controlled manner without Admin intervention. That's a big contrast to the longstanding imaging approach."

"Not being able to do those simple tests it will most probably lead to annoying error reports in many companies. Fortunately, that's not the case at our helpdesk at all."

## Simple version control

Furthermore, unlike Intune for example, worXpace allows you to easily upload (installation) files to the integrated cloud storage for direct use on workstations. In addition, version control within worXpace is also very simple. You can create a so-called composition, with multiple versions of the same application, and bring a group of acceptance testers to the latest version. If that goes well, then everyone can move to the new version. If it doesn't go well, you can revert to the previous version. And all this with a smart shortcut, which validates in real-time which is the correct version to start at that moment."

## About ForceFusion

ForceFusion, located in the Dutch province of Zeeland, has been successfully working for 13 years as a Managed Service Provider (MSP) and System Integrator. This is done from their own data centers in Goes and Terneuzen. The service is based on LeanComputing®, with centralization, consolidation, continuity and security as cornerstones.

Established	: 2009
Location	: Terneuzen, Zeeland, The Netherlands
Number of managed devices	: 3.000
Services	: ForceFusion advises, renews, designs, implements, manages and hosts IT facilities
Industries	: Logistics, Recreation, Education, Healthcare and Construction

### Making life even easier for MSP's

When asked to rate WorXpace on a scale of 0 to 10, a nice 8.5 follows after some thought.

Peter: "That rating would be even higher if applications or objects were immediately interchangeable between our clients. That would reduce our management burden even further. In addition, we would like to be able to create our own tenant-environments without AppiXoft's help and be able to distribute licenses more easily ourselves. But overall, we are extremely content."

*'worXpace does everything it is supposed to do, and more...'*



#### About AppiXoft

Through our high-end User Workspace Management solutions, we deliver dynamic applications in a personalized workspace to many thousands of satisfied users worldwide. worXpace plays a strategic role in delivering functionality and real-time access to the right persons, in time, wherever they happen to be. By doing so, we enable organizations to deliver business-critical applications and information quickly and efficiently. We work towards the ultimate productivity and user experience for both end users and administrators. And with a great sense of honesty: AppiXoft provides, worXpace delivers!