

# Horst aan de Maas & Venray

Efficient IT management as the foundation for modern services



"Nothing met our needs, until we saw worXpace"

The municipalities of Horst aan de Maas and Venray have fully embraced modern working in the years since covid. Their civil servants now operate in a digital workspace that's accessible from anywhere. To efficiently manage these cloud-based workplaces, the IT department chose worXpace from AppiXoft. Horst aan de Maas and Venray are two municipalities in the north of Limburg, each with around 45,000 residents. To improve efficiency and cut costs, they've been working closely together in various areas since 2019, one of them being information technology.

## Challenges

Modernize the IT environment to fully support remote work, improve Office 365 performance, and enhance workspace management.

## Solution

By implementing worXpace, the municipalities can manage their cloud workplaces flexibly and on demand, with full control over applications and updates.

## Benefits

WorXpace enables fast deployment of changes, easy application management, quick response times from the supplier, and an efficient, future-proof digital work environment.

"IT is the backbone of our municipalities," says Maurice Jacobs, Team Lead of Automation and Service Desk. "Without our IT systems and everything that comes with them, we simply wouldn't be able to provide services to our residents. People want to take care of their business quickly and easily, whether it's applying for a new passport, driver's license, or permit. If our systems go down, a large group of people is immediately affected."



**Maurice Jacobs**  
Team Lead Automation & Service Desk

## Remote work is now more common

In other words: IT must work at all times. That was already a big responsibility, but during covid, municipal IT administrators faced an added challenge.


"Since covid, working from home has become more common for us," says Maurice. "That requires a modern workplace where employees can work remotely, flexibly, and securely. Today, all our civil servants use laptops in the cloud. They collaborate through Teams, and email and calendar management go through Outlook. All of that runs in the Office 365 environment."

And that's where Maurice and his team ran into a problem. "Microsoft Teams doesn't run well on our old virtual desktop setup, which we manage using Ivanti

## Flexible, on-demand management

The IT team had some clear demands. "For us, it's crucial that we can manage workplaces flexibly and on demand," says Maurice. "WorXpace comes with an extensive set of tools that provides that flexibility."

Another key factor: besides Office, employees need access to specialized applications. "For instance, systems for processing permit applications or handling reports about public spaces. Each municipal department requires its own specific set of applications. The ease with which you can assign and manage these apps is a major strength of worXpace."



'The ease of assigning and managing applications is a major strength of worXpace'

Workspace Control, a product that will reach end-of-life in a year. That's why we're now transitioning to a new workspace management solution: worXpace from AppiXoft."

This is it!

The municipalities didn't make this decision overnight. "We conducted thorough market research first," Maurice explains. "We were looking for a solution that enables modern working and gives us full control over management. Nothing met our needs, until we saw worXpace. That was the first product that made us say: 'This is it!'"

## Done in five to ten seconds

Another big advantage of worXpace is the level of control it provides, says Maurice. "If something goes wrong on a colleague's laptop, it's our job to fix it. Pushing a fix, like adjusting the Start menu, is a hassle in other environments. It can take up to two days, and you have no clue when it will actually happen. With worXpace, it's done in five to ten seconds."

## Personal and responsive support

Another thing Maurice and his colleagues appreciate about worXpace: its developer, AppiXoft, is a Dutch company. "The service is much more personal compared to large foreign vendors. We're not just another number; we're a valued customer. I've never had to wait more than a day or two for a response. Try

## About Horst aan de Maas and Venray

The municipalities of Horst aan de Maas and Venray are located in the province of Limburg, Netherlands, and collaborate closely to ensure the safety and well-being of their residents.

Horst aan de Maas, with more than 43,000 inhabitants as of January 1, 2024, comprises various villages, including Horst, Sevenum, and Grubbenvorst. The municipality is renowned for its agricultural character and thriving horticultural sector.

Venray, home to over 44,000 residents, encompasses the town of Venray and villages such as Oostrum, Leunen, and Ysselsteyn. This municipality boasts a rich history and offers a blend of urban amenities and rural charm.

Both municipalities are committed to maintaining a safe living environment by mitigating risks, responding effectively to incidents, and collaborating with residents, businesses, and partners like the fire brigade, police, and health organizations.

getting that from an American multinational, you'd be lucky to hear back in a week. And even then, nine times out of ten, you still won't have a real answer."

### Making clear choices

Right now, Horst aan de Maas and Venray are in the middle of migrating 1,200 workplaces to worXpace. The flexibility of worXpace is actually a bit of a double-edged sword in this phase, Maurice laughs.

"The extensive toolset means we have to carefully plan the setup and architecture. We need to think through every decision and make clear choices. That requires more effort now, but in the long run, it ensures a smooth-running system. That's why we've set aside a full year for the migration."

### Going back to the old system?

The first group of users has already made the switch, and they're happy with it, says Maurice. "I recently asked them the key question: 'Would you ever want to go back to the old system because something isn't working properly in the new one?' Their answer was crystal clear: 'No.' WorXpace gives our employees exactly what they need. That's great feedback to hear, it confirms we made the right choice."

'WorXpace gives our civil servants exactly what they need'



#### 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!