



Source: Bezirksamt Berlin-Steglitz



Company:
Bezirksamt Berlin-Steglitz

Employees:
ca. 35

Location:
Berlin

Industry:
administrative authority

Website:
www.berlin.de/ba-steglitz-zehlendorf/

Home office made easy – fast, secure, and efficient

Virtual workstations through a VDI environment based on XRail

Introduction

The Berlin Steglitz-Zehlendorf District Office is the administrative authority responsible for citizens in southwest Berlin. Whether it's re-registering, applying for various official documents, or seeking advice of any kind, anyone looking for help will find a sympathetic ear and a helping hand here. All of the nearly 300,000 Berliners who live in the city's sixth administrative district will find contact persons here who want to make contact with the authorities as easy and pleasant as possible when it comes to official matters. Citizen-friendliness and media presence are very important here: a social media presence is maintained, as is a regular podcast that informs citizens about current topics and provides exciting insights into working methods and processes.

Manufacturers involved:

DELL Technologies, VMware

Products used:

DELL EMC VxRail,
VMWare Horizon

Project period:

2021

Business Unit:

IT Infrastructure

Task:

Creation of virtual workplaces

Solution:

Virtual desktop using HCI and
VDI environments

The challenge

The Berlin Steglitz-Zehlendorf district office wanted to introduce virtual workplaces for its employees. The professional and organizational challenges that have become apparent in citizen services as a result of the coronavirus pandemic were to be mitigated and resolved in this way. Security and stability at the highest standard are essential, especially when dealing with official administrative data, which is why the task was particularly crucial in these areas. In order to make working from home possible, aspects such as central data management, stable and reliable infrastructure, and problem-free access at consistently high speeds also had to be considered. The aim was to ensure user mobility and workplace flexibility while maintaining absolute security, good and fast availability, and user-friendliness in the form of simple administration and easy expandability.

The solution

The first step was to take stock of the current situation and the solutions available on the market. The aim was to set up a virtual desktop infrastructure (VDI) to ensure secure remote access to centrally stored data records. The basis for the VDI was to be an HCI environment. In a tendering process, the HCI environment from DELL was selected. The HCI environment was dimensioned and procured based on the requirements specified in the tendering process. In a personal exchange following the award between sales manager Martin Gerlach, Medialine consultants Jörg Hasselmann and Markus Schmidt, and Mathias Altensleben, the head of IT and IT management at the Berlin Steglitz-Zehlendorf district office, the necessary parameters were determined and an initial time and project plan was developed.

A VDI environment offered the optimal solution for the existing requirements profile. VMware Horizon was used as the product for this purpose. By providing the virtual desktops and applications in one of Medialine AG's efficient and high-performance data centers, the required proven and sustainable security of sensitive information could be ensured, as all data is stored on the servers and not on the respective end device. This made it possible to sustainably reduce vulnerability to theft and attacks. It also made management and complexity a breeze. The productivity and availability of employees was also positively influenced: user-friendly, location-independent access to all processes and data greatly simplifies everyday work. The setup of virtual desktops also resulted in various advantages for the Berlin Steglitz-Zehlendorf district office: Since workloads are processed on the servers provided rather than on the end devices, it was possible to scale the hardware requirements. Furthermore, patching, updating, and configuring the virtual desktops within the system is much easier to implement.

The VDI was implemented as a hyperconverged solution (HCI) using DELL



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**Mathias Altensleben, Head of IT Services and IT Management,
Bezirksamt Berlin-Steglitz, Berlin**

»With the expert support of Interface Systems, we were able to set up a virtualized desktop environment for approximately 1,700 employees within 12 months. This ensures that mobile working is possible without any restrictions on the availability of specialist applications.«

EMC VxRail. The necessary hardware platform was supplied by Medialine's subsidiary Interface Systems GmbH. The computer, network, and storage resources used were installed in dedicated appliances to ensure ease of use and rapid deployment. With its unified management and consistent operation, VxRail was the ideal foundation for the desired VDI. This made it easy to provide all the components necessary for the virtual environment. The solution can also be easily scaled for cost and user efficiency, which made it possible to initially roll out the VDI environment to a smaller group of employees in order to gather application examples and impressions. The appliances for the Berlin Steglitz-Zehlendorf district office are additionally accelerated with NVIDIA Grid cards to offer employees a low-latency, high-performance environment. The systems synchronize with each other via a 100Gbit/s backbone to compensate for individual node failures in seconds. These features make the environment one of the first of its kind.

The result

The setup of virtual workstations for all employees was implemented in full. All individual requirements of the district office were taken into account during the process. Productive communication ensured that the solution implemented would deliver the best possible results. Medialine is proud to have the Berlin Steglitz-Zehlendorf district office as a new partner at its side.

Medialine AG

As a full-service system house, we stand for customised solutions for medium-sized businesses and corporate groups. We fully support your company along the way - from requirements analysis, idea collecting and concept development to the development and implementation of the appropriate IT strategy as well as regular technical support and workshops for your employees. Thanks to our nationwide orientation, customers benefit from a close-knit network of sales and technical resources, which enables optimal service support on site.

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