

# Dekker Zevenhuizen

Manufacturer of counter tops is no longer at the boiling point thanks to Scense



## DEKKER

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**Dekker Zevenhuizen B.V.** is a family business which is slightly more than a decade away from reaching the status of centuries-old company. The company's origins go back to processing high-quality materials into customized counter tops for use in kitchens and bathrooms. Along the way, Dekker also started providing related products ranging from lighting, (boiling water) taps and fittings to acoustic panels and even sliding door systems. Contrary to what the company name *Dekker Zevenhuizen* (meaning *Seven Houses*) would suggest, its products have entered countless homes both in the Netherlands and abroad.

### Challenges

Users experienced a slow and inconsistent workspace

### Solution

Organize applications and tasks in Scense and leverage the various Session Events, together with the implementation of Live Profiles.

### Benefits

A fast and consistent workspace and a better organized and more flexible IT administration.

### Hybrid organization

With production sites in Zevenhuizen and Alphen aan den Rijn, a trading department, a range of different suppliers and distributors and a growing number of homeworkers, Dekker Zevenhuizen is a hybrid organization. Even more so if you consider the fact that they also have their own SAP integration and the fact that they are linked to several other ERP systems. Quite an uphill struggle for the IT department to keep all that manageable, or so it seems. Judging from the extremely relaxed and fresh appearance of IT manager Raymond Kops, it seems no big deal at all. Before Scense workspace management was implemented, however, things were a lot different. "We manage a total of two hundred computerized workstations, with 150 in the office and a small 40 in the production sites," says Kops. "We have an ideal mix of virtualized and physical desktops. This includes the home offices and a separate location where we are currently

conducting an SAP implementation on a project-by-project basis. It is essential for each user to have his or her own user profile, settings, and access to applications on the front side at all times, regardless of how the workspace is presented."



**Raymond Kops**  
ICT Manager, Dekker  
Zevenhuizen

"It soon became clear that both the login time and the time needed to gain access to applications were much shorter than we were used to"

### Application delivery and personalization

"We used to work with a competitor of Appixoft until recently. However, in distributing applications and carrying out the associated updates, this solution was nothing but a struggle. The same applies quite logically to the retraction of legacy applications and authorization management. Profile management and roaming too proceeded far from smoothly. As a result, problem solving was part of our daily business. Moreover, this particular software is quite complex by nature." Kops and his men were offered an alternative by DHS Informatisering. DHS has been advising Dekker in the field of office automation for years. They offer a broad range of hardware and software services both on premise and in the cloud. Kops explains: "With regard to workspace management software, DHS is partner of Appixoft, the supplier of Scense. They were so excited that we finally purchased a license and asked DHS to carry out the subsequent extensive inventory and implementation."

"Even if the TCO had gone up, we still would have opted for Scense"

### Successful Proof of Concept

Before it was time to pop the cork, the Appixoft team was confronted with a Proof of Concept, accompanied by DHS, which took several days. The POC went way beyond a normal testing procedure. In addition to the technical aspects of the solution, a range of factors were taken into account including applications, the bandwidth the system will claim under both normal and exceptional conditions, the way the new software affects other systems and the extent to which the system meets the wishes and demands. "The Appixoft team was given a list of some of our applications. Step-by-step, we then showed them

what happens after logging on and asked them to show how Scense deals with each separate step. Thus, Appixoft and DHS started building a parallel working environment as it were, allowing us to make a comparison on factors such as authorizations based on group membership and whether or not a user may be granted access to certain functionality, based on his or her IP-address."

### Extremely fast login times

"The time it takes to create a workplace is crucial which turned out to be very fast. Moreover, it soon became clear that both the login time and the time needed to gain access to the underlying applications were much shorter than we were used to. In a number of cases, these were reduced from five minutes to less than half a minute. Meanwhile, the actual login time has even been further reduced to a mere fifteen seconds which saves a lot of time. Upon completion of the POC, after five days, the time had come to confront the end users with Scense who immediately showed great enthusiasm. As IT department we are equally enthusiastic, not least because the applications can be deployed without effort. Moreover, wherever an icon appears, the underlying application actually works. Previously, we often received error messages as the applications were not available. On top of that, personalization is done in just one click. As an IT manager, Scense allows me to adequately predict what each individual workplace will look like. DHS too deserves a compliment for the proactive way they have facilitated the POC and the way they have carried out the implementation."

### Focus on end users

"We especially appreciate their high degree of adaptability as well as their constant focus on end user satisfaction. They have clearly shown these qualities in the implementation of Scense once again. We are equally satisfied with the on-the-job training they conducted for our IT team. With everything running like clockwork now, we can dedicate more time to operational issues and strategic matters in particular. The number of FTEs will remain the same though, as this has never been an aim in itself. Even if the TCO had gone up, we still would have opted for Scense. We have deliberately chosen to have sufficient critical mass in order to optimize delivery reliability. At the same time, we do not want to be too dependent on third parties and prefer to solve problems ourselves as much as possible. Whenever support is needed from Appixoft, they are very approachable and extremely competent. If support will be called for at all, that is. "

"Now that we've implemented Scense, we can dedicate more time to strategic issues"

## About Appixoft

Through our high-end User Workspace Management solution Scense, we deliver dynamic applications in a personalized workspace to many thousands of satisfied users worldwide. Scense 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, Scense delivers!

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