



CASE STUDY

Citrix Access Information for GOVERNMENT

Swindon Borough Council Improves Social Care with Remote Access

Swindon is a rapidly growing town located in south-central England, United Kingdom. Local government authority Swindon Borough Council administers public services to the local residents. Its social services department, comprising 700 desktop workers and 240 social workers, provides community care such as Meals-on-Wheels, care at home, day centres, support for carers, and equipment and adaptations for older people, disabled people, those with injuries or illnesses, children and families. At any point, Swindon Borough Council's social services department could be providing care for up to 5,000 people. The social workers, who complete up to five cases a day, spend most of their time out of the office visiting residents.

THE CHALLENGE: CENTRALISE IT OPERATIONS AND IMPROVE COMMUNICATION

As part of their casework, social workers are required to complete extensive documentation, sometimes 30 pages, for each individual. Traditionally, social workers used handwritten notes and then returned to the office to replicate these notes electronically. Staff often worked additional hours to complete these tasks, taking time away from providing quality care.

David Titcombe, ICT Strategy Manager, Social Services, Swindon Borough Council, said: "Often social workers worked 12-hour days and were still not able to complete all their assessments. We wanted to make it easier for them to do their jobs."

The local government authority wanted to provide social workers with fast, remote access to social care applications, such as Anite Swift and Liquidlogic Protocol SAP, regardless of whether they were with a client or at home. The council also wanted to centralise its IT infrastructure to simplify application deployment and management.

CITRIX ACCESS PLATFORM FOR REMOTE OFFICE CONNECTIVITY

In 2002, Swindon Borough Council chose to deploy a solution based on the Citrix Access Suite™. Working with Platinum Citrix® Solution Advisor, **Point to Point Ltd**, the local authority implemented a single, centralised server farm running Citrix Presentation Server™, part of the Citrix Access Suite™ on seven HP Proliant BL-20p blade servers. The borough leveraged its wide area network (WAN) to deploy applications to 700 desktops across its six building facilities.

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DAVID TITCOMBE

ICT Strategy Manager, Social Services,
Swindon Borough Council

Key Benefits

- On-demand access allows more time for client care
- Centralised application management for easier support
- Rapid application deployment
- Improved work/life balance with home-based access
- Secure, remote access to maintain information privacy
- Increased staff mobility boosts direct care

Applications Deployed

- Anite Swift health and social care software for the public sector
- Liquidlogic Protocol SAP assessment recording software

For secure, remote access via the Web, Swindon Borough Council installed Citrix Access Gateway™. Point to Point initially provided six social workers with HP Tablet PCs and Vodafone 3G Data Cards for high-speed access to applications such as Swift and Protocol. Following this successful pilot, Swindon Borough Council plans to roll out tablet PCs across the department over the coming years.

APPLICATION ACCESS ALLOWS SOCIAL WORKERS TO FOCUS ON PATIENTS

Delivering applications to social workers through Access Gateway on tablet PCs has changed the social services department. Remote access helps enable staff to enter information while with the client, thereby eliminating the need to travel to the office and complete documentation.

Titcombe says: “Removing the need to re-enter information has saved the social worker an average of two hours a day, and improved the quality of the information recorded, because it is entered while fresh in the mind of the caseworker. Employees now spend more time administering direct care to clients.”

SECURE BY DESIGN SOLUTION PROMOTES CLIENT CONFIDENTIALITY

Swindon Borough Council records sensitive information, such as the health and economic status of individuals, so it must ensure security of its data. The Citrix Access Platform, which is secure by design, protects data across the organisation. First, application data

is kept behind the firewall instead of exposed on tablets or local PCs, minimising risk in the event of theft or loss of a device. Second, the screen images and keystrokes that are sent over network connections are encrypted by Access Gateway to prevent theft or hacking. For secure connectivity via the Internet, Access Gateway uses the Secure Sockets Layer (SSL) protocol.

“Citrix Access Suite takes the onus of security responsibility out of the users’ hands,” said Titcombe.

CENTRALISED ADMINISTRATION BENEFITS IT STAFF AND BUDGET

Prior to the Citrix solution, IT employees would spend hours installing application updates to each PC. Comparatively, with Citrix Access Suite, this task only needs to be performed once on the server and the updated application is deployed seamlessly to all users across the organization, resulting in a time saving for the local government authority.

“Citrix Access Suite is critical for Swindon Borough Council. It has simplified the management of our entire IT infrastructure,” said Titcombe.

INCREASED FLEXIBILITY FOR SOCIAL WORKERS BOOSTS MORALE

Citrix has improved working conditions for the social workers by providing greater flexibility. With Web-based access, social workers can catch up on administrative tasks from home,

Networking Environment

- Citrix Presentation Server™
- Citrix Access Gateway™
- HP Proliant BL-20p blade servers

at their own convenience. A further 30 employees were granted access to applications from their home PCs, and this figure is also expected to increase.

Teresa Hill, Social Worker, Swindon Borough Council, said: “I used to start my working day at seven and finish late in the evening. The Citrix and tablet solution has allowed me to work fewer hours while completing the same, if not more, visits per day. Direct input from clients has improved the thoroughness of information recorded. I can even add notes to assessments while making dinner, or during a break of a television programme. I definitely feel a lot less stressed in my job since using the tablet PCs.”

Titcombe says: “Our social workers are dedicated people who would devote every hour of the day to their job if they could. Remote access has given them the flexibility to balance their work and their home lives. They have the flexibility to work outside normal office hours to respond to clients’ needs. Citrix has changed the way of life of our social workers.”

About the Citrix Access Suite: Extending the world’s most widely deployed presentation server, the Citrix Access Suite™ is access infrastructure for the on-demand enterprise. The suite centralizes access to applications and information and enables IT staffs to deliver, manage, monitor and measure enterprise resources on demand.