Sorø Municipality

Digital Cooperation: A Joint Effort

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The municipality has been a client of CapaSystems since 2009, and, in the words of the Sorø Municipality's own Group Manager for Development and IT, Christian Christensen, it has contributed to CapaInstaller's development:

"We have been running CapaInstaller for such a long time that we can practically say we have developed together. Some of my folks have worked closely with some of CapaSystems' technicians, which basically turns the development of the product into a joint effort. We have been in a close dialogue, the end result of which is a product that is an excellent match for our needs."

A CLIENT AND SUPPLIER RELATIONSHIP THAT MAKES SENSE
Taking care of your clients and making sure they have the optimal solution and the right tools for doing their jobs as seamlessly as possible are some of the things Christian Christensen attaches importance to.

"I think that the client-supplier relationship is really important. CapaSystems is a good example of this, as it is important that we have a good dialogue and understand each other's problems. This is simply how you can get more out of a partnership," says Christian Christensen and continues:

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> CHRISTIAN CHRISTENSEN
> GROUP MANAGER FOR DEVELOPMENT AND IT
> SORØ MUNICIPALITY

"However, we have also insisted that we would like to use Capa, because we know their product really well. This also means that we can give them valuable input when we find something that does not work. Nevertheless, we have also found out that they would go a rather long way to make our environment work because they know that we depend on it."

MOBILE DEVICE MANAGEMENT THAT SIMPLY WORKS
In 2016, the Sorø Municipality decided to use CapaInstaller MDM.

The Mobile Device Management solution has since contributed to lots of saved man hours for the IT Department and to the systematisation of a number of their tasks.

"We have some 1,700 mobile devices out in the field, and we have designated certain models, running both Android and iOS, as available to our employees to choose among in the service catalogue. When an employee needs a new mobile phone, we can assign it a standard profile that is rolled out automatically. As a result, the mobile connects to the Internet and is assigned the right certificates so to be able to securely access our system," says Christian Christensen

Therefore, the Mobile Device Management solution has made it possible for the Department to manage the roughly 1,700 mobile devices in the organisation without the need for harnessing more resources.

"We know that we can manage all mobile devices, and we have not had more resources allocated. Nevertheless, we have had more laptops and more delivery cases than before, which means that if we had not had any software to help us, we would have been forced to either hire more employees or significantly cut down on our service. This is the situation we are up against," says Christian Christensen.

SEAMLESS WIN-10-UPGRADE DESPITE CORONE
The use of CapaInstaller has not only made it possible for the Sorø Municipality's IT Department to raise its efficiency but has also given it access to vast amounts of data on the use of its systems by the users.

This user data became the cornerstone of the IT Department's master plan for the roll-out of the new Windows 10 update on all 1,100 municipal computers in the course of 2020. But after the employees were sent on furlough in March 2020, the IT Department had to think out of the box and realise the upgrade in spite of the challenges posed by the corona pandemic.

As a result, the IT Department delved further down into CapaInstaller and found a solution that could ensure a seamless update from home for the majority of the roughly 1,100 municipal computers. If you had asked Christian Christensen about this last year, he would not have considered it possible.

"You see, we ran a Windows 10 Upgrade project throughout the entire period of the furlough, and in the beginning, we were asking people to come to the town hall and leave their PC with us. However, as time went by, we ran some experiments and found out that CapaInstaller actually gave us full control over the Windows upgrade. We found out when the update failed and when it did not, which helped us prepare the computers accordingly," says Christian Christensen and concludes:
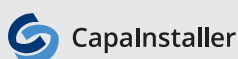
"If you had asked me a year ago, I would have said that this would never work out, yet we have managed to pull it off. We have actually carried out a complete Windows 10 roll-out on 1,100 computers, the vast majority of which from home, and we could not have done it so seamlessly without a product like CapaInstaller."

FACTS ABOUT SORØ KOMMUNE:
- Number of inhabitants: 29.993 (2021)
- Area: 308,5 square kilometres
- In 2015-2016, Sorø Municipality took part in a large IT user survey carried out by IT Optima. Benchmarked against other municipalities, Sorø was judged to be the best, both in the user survey and in terms of IT operation.
- Since July 2009, Sorø Municipality has been using CapaInstaller to manage its stationary units. In spring 2016, Sorø Municipality decided to replace AirWatch with CapaInstaller MDM and now manages all devices with the help of CapaInstaller.

CapaSystems is a Danish owned software company that helps IT departments all over the world ensure that their users get the most out of their IT devices. We do that by developing software solutions that provide overviews and help automate and standardize IT infrastructures and end users' IT tools.

CapaSystems is behind the development of software solutions CapaInstaller, PerformanceGuard and the cloud solution CapaOne and currently employs +30 employees located in Taastrup and Skanderborg. CapaSystems' solutions are used in a large number of Danish and international companies.