By improving the end-user experience of municipal employees, the City of Meaux improves the quality of services delivered to the public

The City of Meaux selected the Nexthink solution to optimize the management of its IT infrastructure, to improve the end-user experience of municipal employees, and enable the efficient renewal of workstations, depending on actual hardware usage by the various departments.

CONTEXT

The City of Meaux (Seine et Marne) is the center of an agglomeration of Île-de-France with 18 communes that work hand in hand to serve 80,000 inhabitants.

The delivery of public services is a priority for the municipal employees in Meaux to ensure safety, and quality of life. To meet everyday needs of the local population, municipal employees are continually searching for innovative technological solutions that will enable the City of Meaux to shine, while improving the services provided to end-users and the population.
“Despite implementing inventory and server management tools, we had no visibility on the daily experience of our end-users. We were looking for a solution to complement our existing IT tools that could provide dynamic and comprehensive visibility of our end-user endpoints.”

Sébastien Cheron
CIO, City of Meaux

CHALLENGES

The City of Meaux aims for healthy and rigorous management of municipal finances without affecting the level and quality of public services provided to citizens. With municipal employees distributed over forty disparate sites, the IT department ensures the proper functioning of all IT tools and services and their compliance with legal and budgetary requirements.

The delivery of public services is facilitated through the adoption of new technologies. The proper functioning of IT equipment and availability of business applications guarantee the quality of public service. Municipal employees routinely use different applications and services including Microsoft Exchange 2013, various business applications, and printing servers. This concerns education, finance, civil status and the municipal police. Issues or performance delays can affect the productivity of the City of Meaux and increase the burden on IT. A solution was needed to optimize the management of the IT infrastructure, to improve the end-user experience of municipal employees and to enable the efficient renewal of workstations, depending on actual hardware usage by the various departments.
“Nexthink is a veritable toolbox that allows us to quickly understand and analyze everything that happens on our workstations at any time. It is a truly comprehensive investigation tool that allows us to visualize the health of our IT infrastructure in real-time, as well as historical trends”

Sébastien Cheron
CIO, City of Meaux

WHY NEXTHINK?

Accompanied by ObjectLine an integrator of monitoring solutions and application performance management, the City of Meaux selected the Nexthink solution to meet its needs through dynamic visibility and real-time analytics of its IT infrastructure from the end-user perspective. In this context, Nexthink complements other existing IT tools such as the Dell KACE inventory solution.

By adopting the Nexthink solution, the City of Meaux can map all of the IT services, how they are used and the interaction of municipal employees with the IT environment. Nexthink provides IT management complete visibility into the activities of all workstations, permitting detailed analysis of problems encountered by end-users, to verify compliance with security policies, to optimize the use and performance, and guarantee quality of end-user experience during application upgrades and OS migrations.

“Despite implementing inventory and server management tools, we had no visibility on the daily experience of our end-users,” said Sébastien Cheron, CIO of the City of Meaux. “We were looking for a solution to complement our existing IT tools that could provide dynamic and comprehensive visibility of our end-user endpoints.”
“The Nexthink dashboards that compile real-time end-user data provide a strategic vision of our environment. The dynamic IT analytics enable us to be more proactive in terms of end-user support, optimize our resources and budget, and save time every day.”

Sébastien Cheron
CIO, City of Meaux

**BENEFITS**

“Nexthink is a veritable toolbox that allows us to understand and analyze everything that happens on our workstations at any time,” continues Sébastien Cheron. “It is a truly comprehensive investigation tool that allows us to visualize the health of our IT infrastructure in real-time, as well as historical trends.”

Nexthink allows the City of Meaux to optimize its IT operations and streamline capacity planning. The predefined alerts in Nexthink detect potential problems and help pinpoint the root cause to improve resolution time. The IT department can now accurately measure the quality of IT services delivered to end-users, identify potential problems before end-users report them, and proactively diagnose and resolve problems before other end-users are impacted.

“The Nexthink dashboards that compile real-time end-user data provide a strategic vision of our environment. The dynamic IT analytics enable us to be more proactive in terms of end-user support, optimize our resources and budget, and save time every day,” concludes Sébastien Cheron.
ABOUT OBJECTLINE

Founded in 1995, ObjectLine is specialized in the System Administration market (monitoring solutions, application performance management, inventory, application distribution, deployment). ObjectLine complements its offering by providing customers with services and technical support.