



## Case: Virtual desktop for the labour administration of the Ministry of Labour

A virtual desktop, delivered by Ixonos, integrated the labour administration's miscellaneous intranet solutions into a shared portal. The virtual desktop is a view, on the user's screen, to all the services of the organization. The portal enables the employee to easily find the documents, tools and communication channels he or she needs; they have all been brought together in one place.

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## Background

The organizations under the labour administration of the Ministry of Labour used several intranets as well as other communication channels. Finding information was a challenge, and inter-organization communication proved inefficient. A common labour administration portal that

would pull together documents, tools and communication channels was chosen as the solution. The portal would open a virtual desktop on the computer screen, allowing the user to easily find the information and tools his or her work requires.

## The Solution

Ixonos developed a virtual desktop, based on open source code components and on open standards, for the labour administration. The desktop gives the user access to the material and functions he or she needs in the administration-wide intranet. The virtual desktop offers views to e.g. documents, internal newsletters, news, and a calendar. The desktop is profiled according to the role and location of the individual.

The portal was built onto a Liferay platform that

supports open service architecture, complies with the JSR standard, and supports leading SOA technologies. Documents would be managed with Alfresco, the world's foremost open source document-administration system. Due to the labour administration's extensive store of knowledge, special attention was paid to overall clarity and usability. In the visual implementation of the user interface, the desktop contents were grouped into clear and logical views.

## Benefits

The adoption of the virtual desktop has rationalized the work of the labour administration. Communication between organizations has improved through clarified practices. Employees no longer need to search for information in several sources, as it is available directly on the user's desktop. Through the use of open source code solutions, distinct cost savings were achieved,

and the most effective software components obtained. Open interfaces also entail facilitated integrability and maintainability. Ixonos's services, which span the life cycle of software, include maintenance services that enable both further development of the system, and continued availability of support from the system developers.

## Ixonos – Services covering the entire software life cycle

- Technology consulting
- User interface and user experience design
- Project management
- Project deliveries
- Testing and quality assurance
- Maintenance

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