



Chrome OS Enterprise for Public Sectors

Case 1

CRRRL:

**Connecting patrons to
knowledge with Chrome
Enterprise**

Overview

To serve the growing number of patrons seeking access to digital resources like electronic books, Central Rappahannock Regional Library (CRRL) needed to replace its aging fleet of Windows PCs. To keep the old devices up to date, employees had to travel among the library systems' 10 branches across four counties, updating and replacing software such as solutions to wipe personal data after each session. In some branches like the one in a local shopping mall, space was tight, which allowed for fewer PC workstations and longer wait times for patrons.

Replacing the aging PCs and upgrading Windows would have cost about \$500,000, at a time when budgets were shrinking. Instead, CRRL replaced the PCs with 260 ASUS CN60 Chromeboxes costing about \$75,000—a fraction of the cost of buying new PCs. The library system also bought about 85 Acer R11 touchscreen Chromebooks for branches where space is limited.

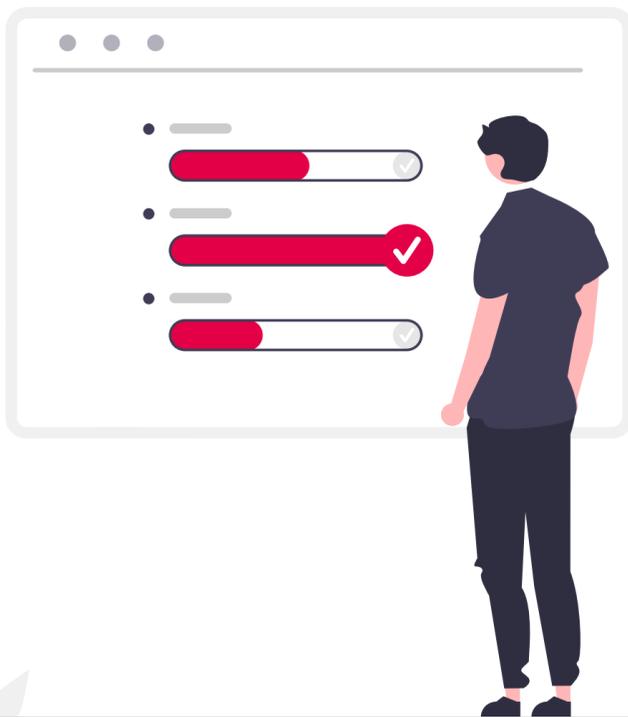
Chrome OS result

- Simple and intuitive interface enables Librarians to help patrons without additional IT support
- Gives patrons more places to work and conduct research in branches
- Device management can be handled by a single person thanks to reduced troubleshooting
- Improves security with managed guest sessions mode, so patrons don't need to log in to Chromeboxes

Reducing costs while improving service

In its back offices, CRRL had already made the switch from Microsoft Office to G Suite and had standardized on Chrome Browser, even on Windows devices. The broad adoption of Chrome Browser and G Suite made Chrome devices an easy choice to replace the high-maintenance PCs. The library system's small IT team manages devices with the Admin console, such as updating bookmarks. Now that library staff no longer have to help patrons use complicated PCs and software, they have more time to help them with research tasks.

“Instead of driving back and forth from branch to branch to troubleshoot PCs and install software, we can now do almost every maintenance task through the Chrome Admin console. Before we swapped the PCs for Chromeboxes and Chromebooks, we needed the equivalent of 4 FTEs to cover support calls. Today, even with more devices, we're down to two FTEs.”



Case 2

Kingston and Sutton London Borough Councils: Improving citizens' lives with better employee productivity

Overview

Once Southwest London borough councils Kingston and Sutton began sharing IT services to save money and reduce workload, its technology leaders wanted to extend these operating efficiencies to more departments. The councils also hoped to give their combined 5,000 council workers across 114 sites a more modern work experience as they helped residents with services like libraries, hospitals, schools, and transportation.

Kingston and Sutton considered replacing the councils' Windows 7 computers with cloud tools in a bid to boost productivity, and give employees more flexibility in where and how they worked. For example, council employees lacked easy ways to collaborate on documents, and were spending too much time traveling to in-person meetings. With Chrome Enterprise, Chromebooks, and Google Workspace, the two councils can now allow employees to work efficiently in the cloud, work from home, and take part in video meetings—all while reducing IT administration.

Chrome OS result

- Saves workers thousands of hours in commuting and walking time among council offices.
- Strengthen security by easily setting council-wide policies in the Admin console.
- Helps employees connect in the field with residents who can't visit council offices.
- Inspires creation of flexible and open work spaces available to anyone with a Chromebook.
- Speeds progress on projects through shared Google Sheets and Google Docs.
- Advances view of IT department's role in enabling digital transformation—not just “wires and Wi-Fi”.

A modern work experience for local governments

As a first step in its digital transformation, Kingston and Sutton councils replaced a legacy email solution with Gmail, with integration assistance from partner Cloud Technology Solutions. As employees became familiar with Gmail, they began using other Google Workspace tools—for example, sharing Google Sheet spreadsheets to collaborate on ideas about new council initiatives, connecting in video meetings with Meet, and sending messages in Google Chat.

The councils carefully matched 5,500 Chrome Enterprise devices with workers' roles and preferences—from Chromeboxes for those who work primarily at one desk, to Acer Spin Chromebooks with tablet presentation tools for those who work in the field. Chrome's Legacy Browser Support lets employees continue to use essential legacy applications from Chrome Browser; with Chrome Enterprise Upgrade, IT team members can secure devices right out of the box and quickly roll out policy changes.

“We deployed 3,000 Chrome devices in just a few months. They're so simple for people to use. We couldn't have done that with Windows devices. Our ability to change and respond to residents' needs is hugely improved by Google Workspace and Chrome devices.”



Case 3

**London Borough of Barking
and Dagenham:**

**Reduces costs by going mobile
with Chromebooks**

Overview

To provide modern technology to 3,500 local council employees, London Borough of Barking and Dagenham searched for new, cost-effective solutions to replace their outdated legacy systems. Chromebooks and Chromeboxes were affordable options that didn't need to be constantly upgraded and managed by their IT staff.

Chrome OS result

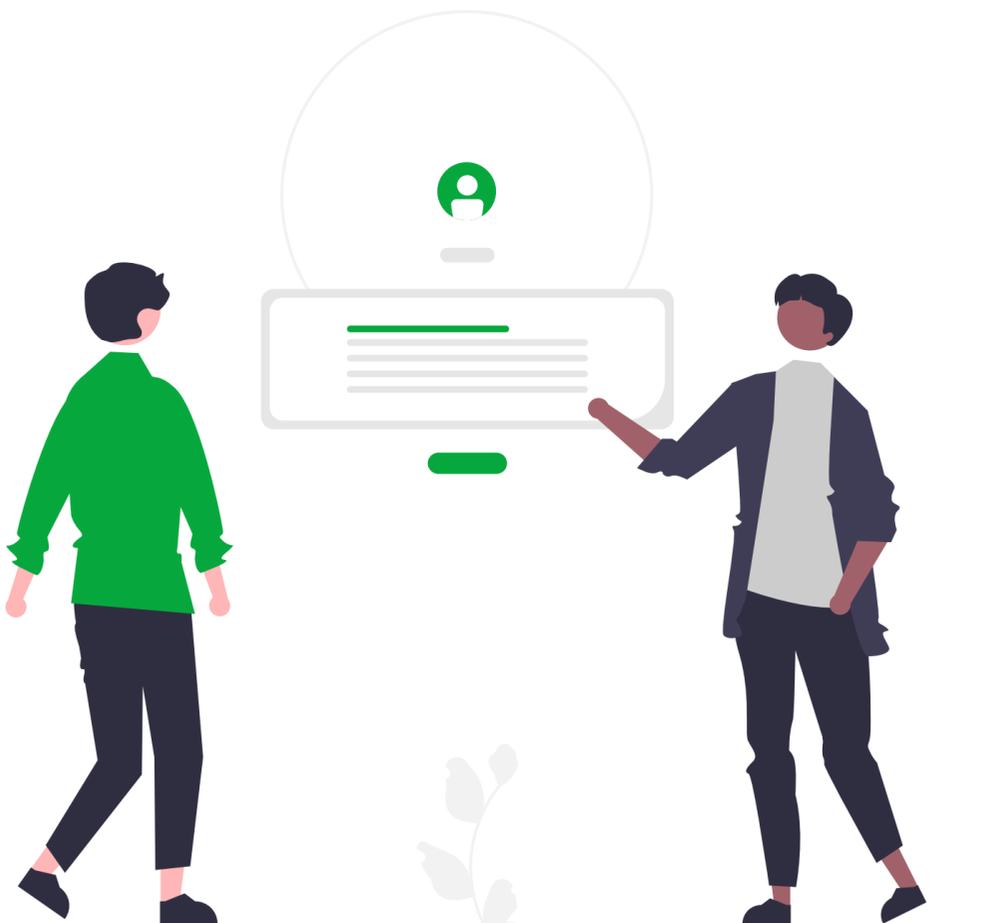
- Empowering users to work on the go with mobile devices increased productivity.
- Web-based applications helped ensure that all council information is handled in compliance with UK government security regulations.
- £400K saved compared to the cost of deploying new Windows desktops.



One person manages thousands devices

Since 2014, London Borough of Barking and Dagenham uses Chromebooks and Chromeboxes to future-proof their systems, keeping in mind how users will work over the next decade. With the help of Ancoris, a Google Cloud Premier Partner, this East London community council's IT department rolled out 1,500 Chromebooks initially, with more that soon followed.

“We knew we had to either upgrade our 3,500 desktop computers and 800 laptops or find new ways to give employees access to our council systems, and preferably on devices that didn't need to be constantly upgraded or managed by our IT staff. Google Chromebooks and Chromeboxes ticked all of these boxes — and more.”



Case 4

Service NSW: Improving the customer experience and worker productivity

Overview

Service NSW helps residents of New South Wales, Australia connect with government services through customer–service kiosks in 130 locations—but the old kiosks’ operating system lacked remote service features and required time–consuming hard drive repairs. By using Chrome devices for kiosks, Service NSW significantly reduced management, increased security and with the deployment of Chrome devices to workers with Google Workspace, helped its employees save time and work more flexibly.

Chrome OS result

- Chromebases require only 5 percent of support hours needed by Microsoft devices.
- Cloud tools eliminate the need for costly private WAN networks.
- Reduced annual IT operational costs by 46 percent.
- Helps Service NSW meet goal to perform 70 percent of government transactions digitally by 2019.
- Improves employee productivity, collaboration and data security.



Fast and Reliable Customer Service

Service NSW streamlined IT management and reduced reliance on hardware by choosing Chromebases running ChromeOS for its self-service kiosks. Once the agency saw the cost and time savings of the new devices, it added Chromebooks and Google Workspace for all employees, giving workers the flexibility, security, and reliability benefits of working in the cloud.

“ChromeOS has become our digital platform of choice at Service NSW. What started as a journey to make our customer experience faster and easier became a solution that made our employee experience faster and easier as well.”



Case 5

SCLS:

**Improving service and
productivity while lowering
costs**

Overview

When New Jersey's Somerset County Library System (SCLS) realized most of its day-to-day work applications were moving to the cloud, its digital team decided to change out its Windows desktops and laptops. Many of the devices were only used lightly for email or patrons' research, which meant it wasn't cost effective to pay for Windows and Microsoft Office licenses. The Windows computers also required heavy upkeep, including travel to the system's 10 library branches, taking time away from other projects.

SCLS chose Chrome Enterprise, Workspace, and Chrome devices such as Chromebooks to reduce costs while improving productivity for 285 library employees. The library system's digital team uses Chrome Enterprise Upgrade to centrally manage Chrome devices, and tools like Apps Script to create time-saving apps for employees.

Chrome OS result

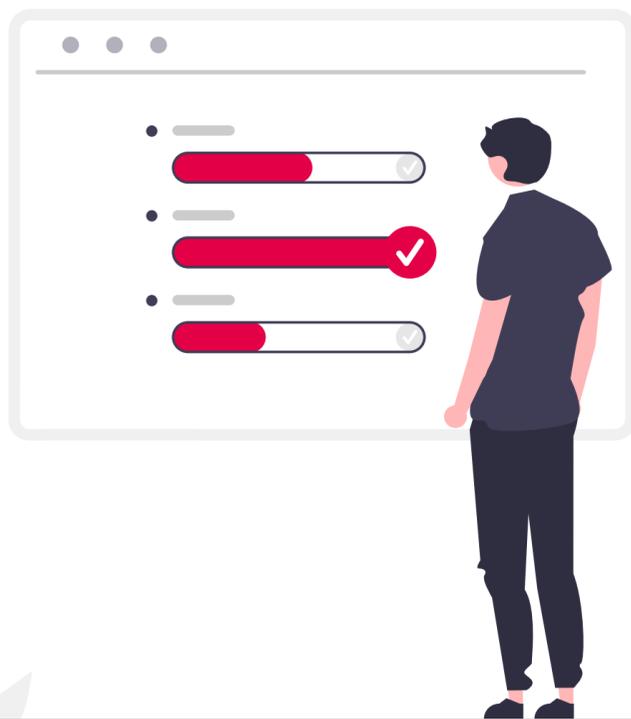
- Reduced hardware and software costs by half
- Kept patrons and staff productive, even when working remotely
- Gives library branch staff more time to spend serving patrons
- Reduces the need for staff travel now that teams can collaborate on projects using ChromeOS devices

Moving to the cloud improves productivity for patrons and staff

SCLS's first step in moving to the cloud was replacing laptop PCs used by patrons with Chromebooks and Chrome Enterprise, with assistance from partner Cumulus Global for device management. Library staff adopted ChromeOS Devices for their own work as well, leading the digital services team to add Chromeboxes and Chromebases. With help from Google partner Suitebriar, Microsoft Office was replaced with Workspace. Today, employees access cloud apps through Chrome browser, including CARL•X, the program for checking out books and tracking loans.

To reduce the need for staff to travel among SCLS's 10 branches, employees share files in Workspace and collaborate via Google Meet. SCLS staff uses the Google Cloud Platform to develop internal tools and resources without managing servers or becoming security experts. When employees needed to quickly switch to remote work at the onset of the pandemic in early 2020, the IT team repurposed patron Chromebooks as take-home devices for employees, changing policies via the Admin console in just a few seconds.

“We see Chrome Enterprise as the solution to libraries' frustrations with maintaining technology. They've helped us stretch our equipment dollars much farther, while giving patrons and employees better tools for work and research.”



FydeOS enterprise solution empowers your industry

In addition to providing the same quality experience and benefits as Chrome OS Enterprise, FydeOS enterprise solution can also offer system customisation and private deployment, including:

- Enabling FydeOS to run smoothly on your existing hardware, including x86 and selected ARM devices
- Customisation and enhancement of bespoke system features
- Private deployment of essential supporting services for FydeOS

Please contact FydeOS sales team for private customisation services.

NB: Source from <https://chromeenterprise.google/customers>



Thanks

