

# Case Study

Denver Technology 

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## Citrix Implementation Legal Aid Western Australia

### Client Profile

Legal Aid Western Australian is an independent statutory body established by the Legal Aid Commission Act 1976, and funded by grants from Commonwealth and State Governments together with contributions from people assisted by Legal Aid. The Commission's mission is to provide quality legal services to those in need and to help the community access justice.

For further information about Legal Aid Western Australia, please visit [www.legalaid.wa.gov.au](http://www.legalaid.wa.gov.au).

### Business Situation

Legal Aid Western Australia required a system to enable greater delivery of legal services to local communities, and provide staff with the opportunity for flexible arrangements such as working from home. Specifically, the solution had to accommodate secure remote access to fully functional 32-bit applications by authorised internal and external parties.

Denver Technology was engaged to review current processes and technologies, and to develop, build and test a reliable and cost effective solution. It was essential that this solution increase the accessibility, availability and management flexibility of the corporate environment.

### Challenge

Legal Aid required an effective solution capable of:

- Increasing centralised management of all corporate resources, applications and content.
- Reducing the total cost of ownership while increasing productivity.
- Enabling a secure and flexible remote access solution for Legal Aid employees and external parties.

### Solution

Following a successful Proof of Concept, Denver Technology implemented a solution comprising Citrix Presentation Server 4.0 and Citrix Secure Gateway to enable encrypted remote access to the Commission's corporate infrastructure, and to provide secure and seamless applications delivery via the Internet.

### Benefits Achieved

Enabling secure remote access to the Commission's corporate environment empowered Legal Aid's users, contractors and third parties by making corporate data and applications available irrespective of location or access device. This has greatly increased the flow of information and improved productivity. The performance of this environment has proved exemplary for users throughout Australia.

Denver Technology has successfully integrated Citrix within Legal Aid's IT infrastructure, helping to reduce costs, increase availability and provide seamless delivery of applications. Legal Aid and Denver continue to look for opportunities for further efficiency improvements through the use of Citrix.



## Key Benefits

The major benefits of Denver Technology's solution include:

- Secure remote access to corporate applications from any device and over any connection.
- Reduced cost of ownership.
- Improved remote user experience through better application performance and stability.
- Centralised IT administration of remote sites, saving time and money.

## Applications

The following applications have been successfully deployed via the Citrix solution:

- Microsoft Office 2000.
- Microsoft Office 2003.
- Finance One.
- LA-Office.
- EmPower.

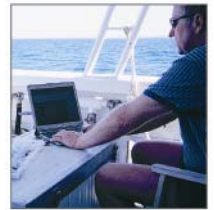
## Networking Environment

The major benefits of Denver Technology's solution include:

- Citrix Presentation Server 4.0 software running on a Dell 2650 server with dual processors and 2GB RAM.
- Citrix Secure Gateway.
- Microsoft Windows 2003 Server.
- LAN and WAN Connections.
- 250 Pentium PCs.

*"At Legal Aid we wanted to offer our services to people in remote locations and allow staff and contractors to work from home, or virtually anywhere. Denver Technology's solution gives authorised people easy, secure access to our corporate systems regardless of geography, saving time and money."*

**Rolly Hester**  
Information Management Project Coordinator  
Legal Aid Western Australia



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