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This move to the cloud is more than just a technology migration. Not only does it allow VDAB to reduce its costs significantly, it enables us to collaborate in new ways with customers and partners thanks to Google Apps. Capgemini's support in finding the best solution for our requirements and ensuring a smooth transition has been invaluable.”

Paul Danneels
CIO, VDAB



VDAB becomes the first organization in the Belgian public sector to move its collaborative environment to Google Apps, saving an estimated €500,000 a year.

Capgemini takes VDAB to the cloud with a successful migration to Google Apps

Enabling People to Nurture Their Careers

VDAB is a Flemish public authority which manages job vacancies throughout Flanders, supports citizens in the job seeking process, and develops the skills base of the workforce through training in its network of education campuses. Under CIO Paul Danneels, cloud computing was identified as an important enabler of VDAB's future strategy.

Connecting With People on Digital Platforms

If VDAB staff, partners and jobseekers could be brought onto a common digital platform, services could be made more efficient and customer-centric, and IT ownership costs reduced across a large and complex estate with over 250 locations.

Overview

Customer Name: VDAB

Industry: Public sector

Location: Belgium

Client Challenges/Business Need:
Consolidate business systems and processes to become more client-centric.

Solution-at-a-glance:
Implementation of Google Apps.

Results (Benefits):

- Improved efficiency and communication
- Real-time collaboration and document sharing
- Savings of up to €500,000 per year

VDAB was keen to avoid using cloud on an ad-hoc basis for discrete projects, and wanted a comprehensive roadmap towards adopting cloud across the organization and achieving a rapid Return on Investment (RoI). VDAB turned to Capgemini for advice on how to proceed.

Information Rich Cloud Interfaces

Capgemini Belgium conducted exhaustive research on the requirements of VDAB, and identified the two greatest areas of opportunity for cloud as the email and calendar service, and the collaboration environment to replace the Novell Groupwise platform already in use. An architecture study was carried out to arrive at the right technical solution and identified that Google Apps met VDAB's needs more completely than any other cloud-enabled package. Capgemini's in-house Google experts produced an implementation plan covering all necessary activities on the technical side, while a parallel change management stream provided users with training, information campaigns, Google guides, a support portal with videos, and other materials.

After a pilot phase and evaluation in March and April 2011, change management campaigns prepared VDAB staff for a go live which took place in November of that year, moving their email accounts, calendars and collaboration applications to the cloud.

Results Count: Google Apps Enables VDAB to Offer More Options to Its Customers

- Improved efficiency and communication: Migrating 6000 accounts to Google in a short span of time enabled VDAB to manage its vast flow of customer emails
- Real-time collaboration and document sharing: Google Apps will help VDAB to share documents with stakeholders real time and support initiatives like e-coaching
- Cost Reduction: VDAB will be able to save almost €500,000 per year as a result of reduction in infrastructure and application management

The Collaborative Business Experience:

The Collaborative Business Experience™ is central to the Capgemini philosophy and a pillar of our service delivery.

- VDAB was already familiar with Capgemini's capabilities from an existing Peoplesoft implementation, and selected Capgemini on the basis of its Google credentials across Europe, the quality of its Google architects, and its vision for how to approach the project.
- In line with the Google deployment strategy, Capgemini constructed a detailed implementation and change management plan, which was evaluated weekly and included all parties involved in the project.
- The deciding factor was that all VDAB users had to be able to login on Day 1. One of the key elements was the full migration of the Novell Groupwise data (including mails, and appointments) of 6,000 accounts. This was thoroughly tested, sized, and tuned before the deployment, so no surprises were possible.

About Capgemini

With more than 180,000 people in over 40 countries, Capgemini is a global leader in consulting, technology and outsourcing services. The Group reported 2015 global revenues of EUR 11.9 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at
www.capgemini.com

About VDAB

Headquartered in Brussels and with over 5,000 employees, VDAB (Vlaamse Dienst voor Arbeidsbemiddeling en Beroepsopleiding, or the Flemish Employment and Vocational Training Service) was established in 1989 and is part of the Flemish government. It helps Flemish citizens develop their careers in the context of the labor market, offering services which span employment, training and education, consultancy and career guidance.

VDAB works with a wide range of partner organizations and aims to offer the fastest, most efficient service possible to its customers, including jobseekers, people in employment and employers. In addition to traditional media, the latest IT applications (including Internet based services) play an important role in VDAB's activities.

Learn more about client at:
www.vdab.be

For more information on this project, please contact:

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