

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

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.

The Situation

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. 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. 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.

The Solution

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

“ 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



People matter, results count.

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.

The Result

The effectiveness of Capgemini's detailed planning and approach ensured a successful go live, winning recognition from Google Inc Deployment Manager Tom Wik: "This was one of the smoothest Google Apps implementation we have ever seen, the knowledge of the technical team was astonishing, and the change management was very well prepared." Some 6,000 email accounts were migrated to Google successfully overnight, allowing the entire organization to switch from the previous email solution to the new one the next day, a considerable achievement given that VDAB exchanged around 36 million emails with its customers in 2009. The implementation of Google Apps will give VDAB more possibilities to collaborate, not just internally but also with external parties. Documents can be created online for sharing with colleagues and jobseekers, and to support real-time collaboration such as e-coaching. Websites too can be produced for partners and projects. Chat, and audio- and video-chat are now available for internal use, e-learning and to follow up with jobseekers.

VDAB is set to save €500,000 per year thanks to reductions in costs linked to infrastructure, storage and backup, server management and application management. The return on investment (RoI) period for the project is only one year.

How VDAB and Capgemini worked together

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.

Capgemini also fielded a separate change management team which secured the buy-in of VDAB staff through a campaign that included

newsletters, training, Google guides on the floor, a support portal, videos, and tips and tricks. So, all users were ready and prepared on Day 1. Close attention was paid to a group of super-users through a pilot phase that lasted eight weeks and allowed Capgemini to do some custom development to make Google Apps an even more powerful environment.

Twice a week, the team went through all actions, risks, issues, and all concerns and issues were solved in a short timeframe. The Capgemini team won the trust of VDAB through its expert knowledge and commitment to reaching a common result.

If you would like to find out more about this project, please contact: success.story@capgemini.com



About Capgemini

With more than 115,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2010 global revenues of EUR 8.7 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural

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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.

For more information, please visit: www.vdab.be