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*In addition to two excellent products, Capgemini also contributed its analytic expertise and technical competence in relation to Open Source technology. Furthermore, Capgemini contributed significantly to raising professional standards within the ICT Department.”*

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## New Digital Dossier and Customer Portal for NFI

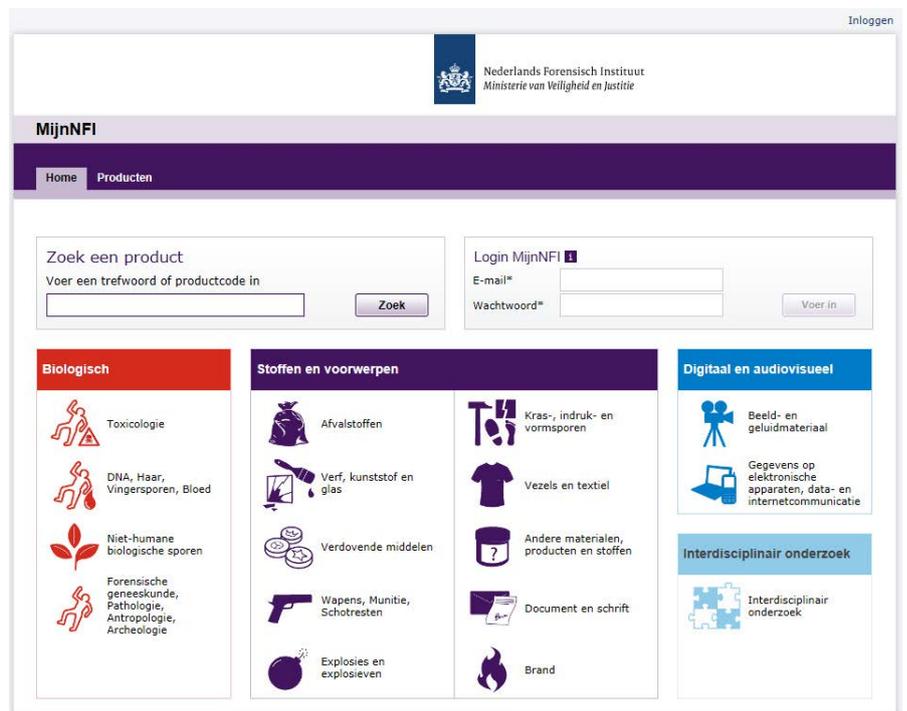
**Capgemini provided support to NFI when setting up a Digital Dossier and a new Customer Portal, which also involved introducing the Scrum development methodology.**

### **The situation**

The NFI is the oldest and most highly regarded Forensic Investigations Institute in the Netherlands. A policy of continuous investment in knowledge and innovation has helped the NFI to successfully keep abreast of social, technological and scientific developments. In 2012 however, the NFI concluded that its existing application landscape was no longer adequate. Promis, the main system used by the NFI, was insufficiently capable of satisfying the rapidly changing demand patterns within the organization and maintaining adequate alignment with ICT developments. There was a pressing need for a new and flexible environment that would be able to develop in line with process innovation within the NFI. In addition, the organization wanted to apply greater customer focus within its activities, implement more effective knowledge sharing, reduce its paper flows and achieve more with fewer people.

### **The solution**

With speed and manoeuvrability in mind, rather than choosing to construct a single new system, the NFI decided to procure a flexible, best-of-breed Open Source solution for each domain in the organization, which could be configured subsequently to provide customized functionality. All of these solutions are linked to each other in the background in order to provide integral front-end access to the information for employees and customers. Digital Dossier provides this access for employees while customers interact through an on-line customer portal called MijnNFI (“my NFI”).



## Digital Dossier

The goal of the Digital Dossier project is to increase the quality of the investigative dossier and facilitate access to that information dossier by making the work of NFI's experts paperless. The system was designed by a User Experience Consultant, who placed particular emphasis on the employee and his/her tasks. The total design brief was broken down into a number of smaller parts, which were implemented via the software one after the other. This approach leads to a solution that truly supports each employee when carrying out his/her tasks and which therefore guarantees immediate user acceptance. The Nuxeo Open Source document management system was deployed for this implementation. The system exchanges information with other NFI applications via the NFI Service Bus.

## Mijnnfi

Capgemini also developed a new customer portal for the NFI where customers can find information that is relevant to their ongoing investigations. The portal was designed by a User Experience Consultant, who collaborated closely with the end-users. It contains the NFI's product and services catalogue (PSC) and allows customers to track the status of their product requests. In addition, it provides usage information to special users such as the Dutch Police Force and the Public Prosecutions Department. The portal went live on 1 January 2013 and can be accessed via [www.mijnnfi.nl](http://www.mijnnfi.nl). The software is based on Hippo CMS, an Open Source Content Management System that is in widespread use within Dutch government Ministries and departments. Two versions have been provided: a PC version and a mobile version that has been designed to run on different platforms. This feature means that customers can access the portal without complication when using a tablet computer or mobile device and is specifically intended for use by the police force's forensic investigators when at a crime scene.

## Approach according to Scrum and User Centred Design

In collaboration with the NFI, Capgemini drew up a Product Backlog for both projects in order to specify the desired functionality and have that functionality prioritized by the Product Owners. The next step was to arrange sprint planning meetings that

were used by the project teams to incrementally create and implement the desired functionality. Progress reports were communicated to and discussed with the NFI on an almost daily basis. This led to a significant number of changes to the backlog and the priorities during the process. The Scrum approach ensured simple implementation of these changes by the teams. The dynamism of this process directly benefited the NFI. Capgemini presented the decisions that needed to be taken on a daily basis, which gave the NFI far greater control over the final result. User assessments were performed at the same time and improvements were implemented in order to enhance the customer experience.

## The result

The new solutions have led to many internal and external benefits. The introduction of the Scrum methodology has resulted in much improved manoeuvrability and flexibility internally. This means that new modifications to the system can be implemented faster. Furthermore, the Digital Dossier has completely eliminated time spent waiting for dossiers. An increasing number of employees are able to view the dossiers at any time. The NFI's customers benefit from [www.mijnnfi.nl](http://www.mijnnfi.nl) because they can quickly gain information on the services provided by the NFI and view the status of ongoing investigations.

## How NFI and Capgemini worked together

The introduction of the Scrum development method required a strong focus on good collaboration with the Product Owners in the organization. Almost daily consultation between the Product Owners and Capgemini played a key role in achieving good alignment between the business processes and IT considerations. That collaboration also resulted in system decisions that had the full backing of the Product Owners in the knowledge that they were supported by the rest of the organization. In addition, Capgemini worked intensively with staff members in the ICT department in order to familiarize them with the Scrum method.



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