

Dutch Government Reduces Risk with Intelligent Crisis Management Solution

Capgemini deploys ICAWEB, the first crisis and disaster advice system in the Netherlands

The Situation

One of the responsibilities of the Dutch Ministry of Housing, Spatial Planning and the Environment (VROM) is to minimize the environmental damage resulting from industrial waste. This remit includes guaranteeing clean drinking water is provided for Dutch citizens, ensuring the safe disposal of chemicals, and mitigating the risk of nuclear incidents.

To support the whole process of crisis management for areas under its responsibility, the organization needed a modern, flexible, integrated IT solution. Capgemini was selected as the Information and Communications Technology (ICT) partner to build the new solution, support the whole life cycle of application development and maintain the technology.

The Solution

Working with the ministry and key technology vendors, Capgemini designed and built a first-of-its-kind integral crisis and disaster advice system. ICAWEB is an advice system that can be used for different types of crisis and is unique in the world. The solution replaces a legacy website which was previously used only for managing chemical waste disposal.

The Result

ICAWEB, a user-friendly and scalable system for all the domains under the control of the ministry, is available 24/7, every day of the year. The solution has proved its value for several years and is now a part of an irreplaceable crisis and disaster advice system in the Netherlands. Other Dutch

“The Capgemini team really understood our needs and helped us to put in place a system which gives us first class capability to coordinate disaster response nationwide and globally.”

Ruud de Krom, Crisis coordinator,
Ministry of Environment (VROM)



People matter, results count.

ministries, such as the ministry of Health, Welfare and Sport, have also started to use it, and yet more intend to do so. ICAWEB remains the first – and still the only – crisis and disaster advice system in the country with unique functionality to support the whole decision making cycle based on situational awareness.

How the Dutch Ministry and Capgemini Worked Together

The ministry had a number of clear objectives when it approached Capgemini for assistance. It aimed to boost service levels, achieve better control and flexibility, improve productivity and gain more user-friendly IT. It also needed to improve customer service and at the same time comply with regulatory requirements. The ministry also aspired to enter new markets, and all this while reducing its total costs. So the organization chose a partner with technical knowledge, client intimacy and a proven consulting and IT track record.

The entire project was the responsibility of Capgemini, which took control of the technology architecture, and maintenance of the solution through to managing and coordinating a number of technology vendors including KPN, Fenestrae, and Getronics. Specialist ESRI supplied the geographic platform and the whole solution was developed with Microsoft .NET software. Since the project began, Capgemini has standardized its development process to combine Geographic Information Systems (GIS) and .NET technology.

Collaborating with the ministry, Capgemini developed the mission critical system in one year. The crisis and disaster advice system now supports communication between the many parties involved in managing the crisis response, from back office teams to experts across the country, at all stages of the crisis advice process. Client intimacy was crucial, and was based on a productive relationship and thorough knowledge of the

goals and business processes for which the Ministry was responsible. Initially, stakeholders and users of the old legacy system criticized Capgemini's innovative concept of an integral system that could be used for different types of crisis/disaster. However, Capgemini believed in its vision and over time convinced those stakeholders, who have since become the greatest supporters of the system.

The new crisis and disaster advice system is unique not only in the Netherlands but worldwide. The quality of the solution is broadly recognized in the Netherlands. International recognition is growing

too, and has been noted by the nuclear response organization of Canada.

During the project, the biggest challenge was to create a solution that was in sync with the process improvement conducted by the ministry's crisis department and the expert teams from the different knowledge institutes in the Netherlands. Capgemini overcame this challenge by training the expert teams, and by instructing its business consultants to explain and discuss the impact of new functionality once it was designed, deployed or tested.



About Capgemini and the Collaborative Business Experience™

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience™. The Group relies on its global delivery model

called Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in 40 countries, Capgemini reported 2010 global revenues of EUR 8.7 billion and employs around 110,000 people worldwide.

More information is available at www.capgemini.com

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In collaboration with

Ministry of Housing, Spatial Planning and the Environment, Netherlands

The Ministry of Housing, Spatial Planning and the Environment works to find creative and sustainable solutions for improving the living environment of the Netherlands. The ministry, employing 4000 people, operates in 3 major areas: living space, housing and environment.

It makes policies in accordance with current social, technological and political developments. The ministry also implements the policies in close co-operation with other ministries, local and regional governments, social organizations, businesses and interest groups as well as other national governments.

For further details, check: <http://international.vrom.nl/>