

Consultancy

André Spruitenburg works as a consultant for VDD IQware. We asked him a few questions to be able to give a better picture of the activities performed by the VDD IQware consultants.



André Spruitenburg

What kind of work are you doing for VDD-IQware right now?

The digitizing of documents and working with Enterprise Content Management isn't only restricted to those concerned with ICT or technology. It has a great impact on departments, business units and certainly also for individual employees when from a certain moment documents such as contracts, letters or files are only available in digital form. The changes that this brings with it are often such that it becomes advisable, or sometimes even necessary, to adapt the business process a little in order to be able to work better with digital documents. Or, to put it another way, to be able to make the most of all the advantages of working with digital documents.

At the time when the decision's taken to begin working with digital documents or Enterprise Content Management, this impact on business operations is often underestimated. VDD IQware is committed to not just provide its systems to the client, but also to ensure that they are successfully implemented. This commitment means that VDD IQware feels responsible to support the client in the adaptation of the business processes to the possibilities provided by Document Management. And that's what I'm doing at the moment for VDD IQware – supporting and advising clients in their implementation of Document or Enterprise Content Management solutions.

What do your day-to-day activities involve?

I carry out impact analyses, which involve predetermining and planning what the possibilities will be for optimizing the business process. Also mapping out potential risks and interdependencies, since clients often have a number of projects running simultaneously. The results of analyses like these are presented to the 'process owner'. Once these are agreed and approved, adaptations to the process are included as a component of the Document and Enterprise Content Management implementation project.

How do you coach prospects?

In practice it means establishing close contact with all future users. This often involves people from a wide range of disciplines – employees involved in the business processes, the management, facility departments, the post room, and the ICT people of course. It's important to listen carefully to them, to inform them about what they can expect when they begin to work digitally, and then to prepare a project proposal from the point of view of the

business. Usually a start is made with a pilot or proof of concept. This makes it possible to provide instructions in a timely manner and to pay plenty of attention to acceptance tests.

What are the characteristics of this form of consultancy?

That it has surprisingly little to do with technology. It does have everything to do with how an organization functions, however. This is because the application works well, and moreover if necessary it can be adapted by VDD IQware specialists in no time. But the future users are busy and often don't even have any time. As it's 'not their decision', they sometimes have no idea what to expect, or that change will be involved. Not everyone expects that. Almost by definition, Document Management has an affect on a number of departments. And it can create a new set of interdependencies. So representatives of departments then have to make new arrangements concerning the flows of documents and work. In this way all sorts of things come up – nice things, and not-so-nice things. No human frailty is unknown when it comes to Document Management. But all this ultimately produces substantial quality and efficiency improvements for the organization. And when the solution's in place, there's enormous enjoyment of the enthusiasm and the 'wider horizon' that working digitally brings with it for the new users. Sometimes it even involves an 'upgrade' in day-to-day activities, because people are spending less time searching for things, there's less running about in the department, fewer calls come in from colleagues who are looking for certain information, and so on.



About VDD IQware

VDD IQware, founded in 1985, is the developer and provider of Hyarchis.Net, the Enterprise Content Management System developed on Microsoft.Net technology. Hyarchis.Net allows all paper and digital documents to be stored and processed digitally. With Hyarchis.Net and VDD IQware's supporting services, organizations can optimize the quality of their business-critical processes and realize greater productivity per employee. VDD IQware is active in the financial services, transport and logistics, government, healthcare and project-oriented sectors. Hyarchis.Net is also used by business service providers and manufacturers. Hyarchis.Net consists of a number of building-blocks: Document Management, Workflow Management, Records Management, Contract Management, Web Content Management and E-mail Management. More information: www.hyarchis.net