

## **Real Software introduces ERP to the government: OCMW Ghent opts for ReMax as part of its new approach**

**Antwerp, 8th May 2000.** Today, Real Software announces an important partnership in the government sector. Driven by the requirement to introduce the new OCMW accounting system by 1/1/2001, and with the objective to improve its services through integrated software, the Public Centre for Social Welfare (OCMW) in Ghent has opted for ReMax, the ERP (Enterprise Resource Planning) application developed by Real Software.

**As a result of this partnership, Real Software is taking an important step into the public sector, where it has not yet been very active in Belgium.**

### **OCMW: A pivotal point in providing social services**

An OCMW is the pivotal point in providing social services to the population. Operating in conjunction with the citizen and other welfare organisations, the aim of the OCMW is to provide an increasingly better standard of living.

To achieve this aim, OCMW as organisation has to be able to:

- \* work in a customer-oriented way;
- \* implement a goal-oriented method of management;
- \* dare to make regular adjustments as a learning organisation;
- \* have a coherent personnel policy.

Providing a good level of service - in which social services are the most important element, as well as covering the legal aspect - has to be supported by a number of interconnected administrative services. Precisely because this means constant upgrades, the Ghent OCMW has taken the major step of migrating to integrated software as part of its obliged introduction of the new OCMW accounting system by 01.01.2001.

### **ReMax: ERP to support the provision of top-quality logistical services**

ReMax stands for ERP Reduced to the Max and reflects the objective that Real Software set itself when developing the product: reducing complexity without losing any of the traditional benefits of an ERP package, while boosting flexibility, productivity, yield and efficiency to the Maximum.

Financial management (general, analytical and budgetary accounting, cashflow management), maintenance management (purchasing, stocks, warehousing, distribution) and assets management are all fully integrated. ReMax goes beyond simply the efficient automation of each of these specialist departments. ReMax sets out from the idea that each of the tasks in any department is part of a workflow pattern, a scenario. Scenarios have been selected on a department-by-department basis and are supported in as naturally as possible. As a result, communication and co-ordination between these entities is all the more streamlined.

ReMax will also be fully linked to third-party applications, such as salary administration, social services and retirement home management. Communication with the Kruispuntbank will be developed as a customised solution.

For the implementation of the software, Real Software will be working with experts from Deloitte & Touche (who have experience of OCMW material), with the departments at OCMW Ghent and with BDO, which has carried out on behalf of OCMW Ghent a complete screening of the services provided (including business process reengineering), and produced the administrative manual.

**OCMW Ghent: a benchmark in the government sector**

As far as Public Centres for Social Welfare are concerned, the changes arising from the implementation of the new OCMW accounting system are fairly radical. It means a whole new concept of government management, giving civil servants responsibility for what they are doing. To achieve this, OCMW Ghent has chosen for the implementation of integrated software. ReMax is thus intended to help achieve these goals so that it is possible to provide an even better service.

For Real Software this new partnership is of great importance.

Along with its counterparts in the cities of Antwerp, Charleroi and Liege, OCMW Ghent is one of the largest public centres for social welfare in Belgium.

For additional information:

**REAL SOFTWARE**

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*Real Software was founded in 1986. In 1998, the company recorded a consolidated turnover of BEF 5.2 bn (EUR 129 m) and net profits of BEF 366 m (EUR 9.1 m). For the first six months of 1999, the consolidated turnover was BEF 5058 million (EUR 125.4 million), and the operating profit (EBIT) climbed by 241 % to BEF 786 million (EUR 19.5 million). The group currently employs more than 2600 people.*

*Real Software offers a comprehensive range of software services, ranging from the development and implementation of its own products, as well as customized projects and outsourcing through to consultancy (including implementation and sale) relating to third-party products. The company exports Belgian technology to countries such as The Netherlands, France, Germany, Ireland, Switzerland, the United States and to the Asia-Pacific region. Real Software customers include companies such as Du Pont de Nemours, GIB, Océ, Johnson & Johnson, Merck Sharp & Dohme, Biogen, Rhône-Poulenc Rorer, Renault, the Paris Metro, TFI, EDF – Electricité de France, SNCF, the Dutch PTT, Nedcar, Philips, Shopi, Goodyear, KBC Bank and Fortis Bank.*