



INAMI-RIZIV brings in external IT consultants for pioneering government work

INAMI-RIZIV – the Belgian National Institute for Health and Disability Insurance – uses an extensive IT infrastructure to manage government resources for public health insurance and invalidity benefits. This enables them to manage everything from financing and organising repayments to registering and monitoring doctors and ensuring good relations with health insurance funds. The government agency has agreed a framework contract with Realdolmen to supply in-house consultants to support existing systems and future innovation.

PIONEERING ROLE FOR IT WITHIN GOVERNMENT

INAMI-RIZIV is the main IT pioneer among the various government agencies. It does more than just support the business with automation, and is the driving force behind several innovative projects, according to Milena Mitrovic, Sourcing and Portfolio Manager at INAMI-RIZIV: ‘We’re relocating to new premises within two years and want to be working fully digitally, especially internally, by then. Paper will only come in via the mail room where everything will be scanned. Digitisation like this, as well as other innovations, requires lots of expertise and manpower which we simply cannot provide internally. And recruiting new employees for this task isn’t easy, so we decided to bring in an external partner.’

FINDING THE RIGHT MICROSOFT PARTNER

INAMI-RIZIV had two main points for attention in its search for the best outsourcing partner: they needed extensive knowledge of Microsoft products, and the level of support had to be expandable. These and

other requirements were included in a framework contract and provided to Smals, an NGO that puts government agencies in touch with IT partners. The organisation then selects a supplier based on the profile requested. Realdolmen came out on top as one of the best partners. ‘We were very happy about this,’ explains Mitrovic. ‘Realdolmen is an old acquaintance. They were responsible for developing our internet in the past, and our previous experiences with them have always been very positive, so they’re definitely a preferred partner.’

‘We know that Realdolmen has the profiles and expertise in house to meet our requirements, and they provide very competitive and valuable candidates for our various assignments,’ adds Nick Marly, CIO of INAMI-RIZIV. ‘The budget was decisive from a business perspective, but the knowledge that they already had about us in house was another big advantage. They know what IT profiles we need to reach our objectives without too much explanation from our side.’



LONG-TERM MONITORING

INAMI-RIZIV wanted a true partner, not a one-off collaboration for a specific project. They've already worked with freelancers in the past, but noticed that this doesn't give them the continuity and support they need. Mitrovic: 'This was important, especially looking to the future. It simply works much better to have a regular partner like Realdolmen to keep track of evolutions in IT, so they can pick out the relevant candidates for us and add the appropriate skills to our team. We also needed a long-term partnership to help us find solutions in a difficult and volatile recruitment market. Think of it as adding stability in a constantly changing sector.'

Working on the Government Cloud

As an IT pioneer within government, INAMI-RIZIV is putting its weight behind the Government Cloud. 'We're taking responsibility for the Microsoft Azure Stack,' explains Marly. 'But we don't have sufficient knowledge for this in house, so we're very happy to tap into Realdolmen's resources. The collaboration also has an indirect positive impact on other departments within government. It's a very challenging assignment for which we have framework contracts with just a very select group of partners, such as Realdolmen.'

'It's one of those situations where we notice that the Realdolmen consultants really are part of our team. They don't sit in a separate office doing their own thing. We go to training sessions together, with them as part of our competence teams, and eat lunch together in the canteen and so on. The human aspect makes the collaboration very enjoyable. Our consultants can work remotely and form an integral and indispensable part of our teams.'

CONSIDER THE KINK IN THE CABLE TOGETHER

IT professionals are much sought after, and attracting the right profiles isn't easy. That's one of the reasons why INAMI-RIZIV calls on Realdolmen for help. It occasionally still happens, however, that an external consultant wants to take a next step in their career, and INAMI-RIZIV still feels supported by Realdolmen in this case. 'You don't have this level of support if you work with freelancers. Together with Realdolmen, we're doing everything we can to stop people from leaving,' says Mitrovic. 'It's no easy task finding someone quickly, so we look for specific solutions to retain people. And if someone still decides to leave, we know we can rely on a good succession.'

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