



Flemish Government
Brussels, Belgium
www.vlaanderen.be

Industry:

Public Sector

Annual Budget:

US\$28.8 billion

Employees:

42,500

Oracle Products & Services:

PeopleSoft Enterprise Human
Capital Management
Siebel CRM
Siebel Service
Oracle Financials

Oracle Partner:



EDS-Telindus
www.eds.be
www.telindus.be

“Over the years, we have evolved toward an approach that is firmly based on standard procedures. Oracle provides us with faster and better integration.” – Luc Lathouwers, Secretary General, Ministry of the Flemish Community

Ministry of the Flemish Community Expands Its IT Strategy with Standardized Solutions

The state of Flanders, Belgium, has its own parliament, government, and public administration. The latter—the Flemish Government—is responsible for the preparation, execution, and evaluation of government policy, primarily for Flanders and Brussels. Its tasks are organized on the basis of thirteen policy matters, including administrative affairs. In short, it is the responsibility of the Flemish Ministry of Public Governance to support the Flemish government and Flemish public administrations in several areas, including IT strategies.

Challenges

- Select and implement applications for human resources (HR), customer relationship management (CRM), and financial management that will support the IT needs of a large, diverse government organization
- Generate accurate policy intelligence and gain efficiency through transparent business processes
- Implement technology that is based on open standards, avoiding customization
- Integrate applications that support the existing IT infrastructure

Solution

- Worked with EDS-Telindus to implement Oracle’s PeopleSoft Enterprise Human Capital Management, Oracle’s Siebel CRM (Service modules with CTI connection), and Oracle Financials
- Relied on PeopleSoft and Siebel applications to streamline business processes, benefiting from a best-of-breed IT-strategy
- Employed best practices by leveraging Oracle’s standard technology processes
- Facilitated migration to new product versions in both software and hardware by using standard applications
- Based its Flemish intermodular personnel system on PeopleSoft Enterprise Human Capital Management, enabling a self-service functionality, a vital part of the overall HRM strategy
- Oracle Financials delivers accurate and timely financial information, facilitates corporate governance, transparency and accountability, provides a consolidated view of the business
- Siebel CRM improves current manual processes and tasks, automating and eliminating some, while streamlining others