

# Raad voor de Kinderbescherming NL Better Protects Children with Case Management Solution



Raad voor de Kinderbescherming  
NL  
Utrecht, The Netherlands  
[www.kinderbescherming.nl](http://www.kinderbescherming.nl)

**Industry:**  
Public Sector

**Employees:**  
2,000

**Oracle Products & Services:**  
Siebel Case Management

**Oracle Partner:**



Accenture  
[www.accenture.com](http://www.accenture.com)

**Key Benefits:**

- Worked with Accenture to provide standard support of case management procedures
- Enhanced cooperation in child protection
- Centralized all data to improve child protection
- Provided scalability needed to support growing case load
- Reduced management costs greatly

*“Raad voor de Kinderbescherming NL chose Oracle’s Siebel Case Management as the system that supports our primary business procedures. This solution enables the Raad voor de Kinderbescherming NL to enforce its basic viewpoint: Protecting children is something we do together.”- Peter Siebers, Director, Raad voor de Kinderbescherming NL*

Raad voor de Kinderbescherming NL is a department of the Netherland’s Ministry of Justice that defends the rights of children whose development and education is threatened in cases of physical abuse or problems in their families. Raad voor de Kinderbescherming NL has established several conditions in order to resolve these issues and the organization subdivides its tasks and activities in two areas. The civil portion includes protection cases, divorce, and handling of adoptions. The criminal portion includes basic and follow-up cases as well as the coordination of service penalties. Each year these penalties result in the handling of more than 70,000 cases.

Raad voor de Kinderbescherming NL conducts its work from 22 locations. In the past, all regions used their own unique versions of systems and databases to handle the influx of data. Therefore, the information about children and their families was severely divided. Often, as a case moved from region to region, the files did not follow. As a result, one family’s files might be scattered among different regions.

According to Peter Siebers, director of the Raad voor de Kinderbescherming NL, “This is a problem we were aware of. There were even clients of Raad voor de Kinderbescherming NL who moved purposefully in order to take advantage of our challenges. Therefore, the exchange of information between regions and other partners in the youth chain was vital, and a better control of child support was of great importance.”

The organization selected Oracle’s Siebel Case Management to address these challenges.

**“Due to the implementation of Oracle’s Siebel Case Management the Raad voor de Kinderbescherming NL can now centrally register cases and handle them in a uniform way. Raad voor de Kinderbescherming NL is now capable of better protecting the children assigned to us.”**

Peter Siebers  
Director  
Raad voor de  
Kinderbescherming NL

“An important motive for selecting Siebel Case Management was the obsolescence of our existing systems. The durability of these customized, mainly self-developed systems had elapsed, and vendor support was no longer available,” Siebers said. “A total of 87 linked servers was not only a source of irritation, but it also resulted in data loss. In addition, the divided information made it impossible to obtain management and policy data due to the different systems that stored the information.”

### **Better Case Management Support**

Raad voor de Kinderbescherming NL chose Siebel Case Management as the instrument for case management within the organization, as it fully supports the primary procedures. Now, the Siebel system registers children’s cases—and includes all research cases, reports, conclusions, and recommendations—in one clear general structure. The solution is also in accordance with the national regulations with regard to reporting. The relations between children, families, representatives, and chain partners provide insight for Raad voor de Kinderbescherming NL workers so that they can make more informed decisions.

Siebers explained, “The solution is 95% standardized, and the remaining 5% is customized and linked to existing systems and chain partners.”

### **Improved Quality of Children’s Cases**

Since Raad voor de Kinderbescherming NL and its 2,000 employees began using Siebel Case Management, it has become clear that the system has greatly improved the execution of primary tasks, namely the protection of children. The system effortlessly scales to meet the demand of increased caseloads. Also, consistent reporting is now possible, as is the continuity of case management.

“Raad voor de Kinderbescherming NL researchers now get the complete image of a child because the system integrates and conveniently presents all information from different sources, channels, and periods. We can now also follow up on children all over the country, even after they have moved, because we work from one database. It has become very difficult for families to hide any issues because every track, investigation, or party concerned is fully registered and includes profile, history,

interaction, correspondence, conversations, rendered services, and agreements that were made, in addition to work executions and updated research data. The Oracle solution links all data and as a result we get a clear image of a case. The different community workers can ask for information from several different angles,” Siebers said.

### **Why Oracle?**

To resolve its issues, Raad voor de Kinderbescherming NL decided to establish a new child protection business procedures system to manage all cases. After a selection round, Raad voor de Kinderbescherming NL chose Oracle’s Siebel Case Management.

“We were looking for a case management package, and the Siebel application offers a price-quality relation. A standard package is also less susceptible to risks than a customized package. We are not a technical organization. Our focus is on protecting children, and we want to spend minimal time and energy on supporting technical systems.”

### **Implementation Process**

Oracle partner Accenture implemented the application. Raad voor de Kinderbescherming NL selected Accenture after a tender process among four implementation candidates. The Siebel application and Accenture’s approach presented the best combination with regard to the requirements and wishes of the Raad voor de Kinderbescherming NL. A phased rollout with strong involvement of the employees has led to implementation success.

Siebers noted, “We are very pleased with the actual roll-out. The implementation happened within an acceptable small exceeding of the deadline period and the budget, and the solution proved its value in our practice. Thanks to Oracle’s Siebel Case Management solution, we are able to optimally serve our youth chain now and into the future.”

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