

CONNECTING PEOPLE, TECHNOLOGY AND IDEAS

CORPORATE MAGAZINE
ICT GROUP

IN THIS ISSUE

MAKING SOMETHING OUT OF NOTHING

PRODUCTION OF DOORS

Ready for future challenges with a new production line.



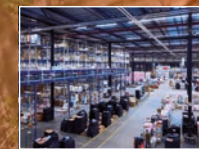
NO GUTS, NO GLORY

Management Traineeship triggers a fresh outlook on processes at ICT Group.



WE ARE ONE TEAM

The power is in the people. Celebrating 25 years of cooperation.



EVERY DAY

ICT Group N.V. is a leading European industrial technology solutions provider. Our dedicated technical professionals offer our clients consultancy, software development, solutions on project basis and services to maintain IT systems. Our mission is to make the world a little smarter every day.

Our specific industry knowledge of various markets, enables us to realize innovative solutions by linking people, technologies and ideas. With over 1450 dedicated technical specialists in the field, we are capable of translating new and innovative technologies into relevant business solutions.

Within our focus areas Smarter Cities and Smarter Industries we serve the following key industries:

Automotive, Manufacturing, High Tech, Food, Chemical & Pharma, Oil & Gas, Logistics, Water & Infra, Public Transport & Mobility and Energy. Within our focus area Smarter Health we offer expertise in the domains Medical Software Development, Radiotherapy and technological products for Obstetrics.

ICT is globally active and operates from several locations in the Netherlands, Belgium, Germany, Sweden and Bulgaria.

The following companies are part of ICT Group: ICT Netherlands, ICT Belgium, CIS Solutions, Strypes, Additude, Raster Industriële Automatisering, InTraffic, NedMobiel, Proficium, Healthcare Technology Solutions, OrangeNXT and Improve.



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THIS IS WHAT DRIVES US

JOS BLEJIE, CEO ICT GROUP

I consider it a privilege to share with you what drives us as a company in this fourth edition of ICT Group's corporate magazine. Making the connection between people, technology and ideas is an endless source of inspiration.

Our work is often not tangible but we make something out of nothing - something to make the world smarter, safer or more predictable. Our work is always comprehensive. Just think of a complete digital transformation of a production line or our advanced technology to help you travel from A to B in the most sustainable and personalised way.

COOPERATION

We're actually quite good at what we do considering the prominent awards and partnerships that were granted to us last year. That has everything to do with the fact that we like to work together at ICT Group. We not only build smart solutions in close cooperation with

our clients but we also value the co-creating relationship we have with our partners and stakeholders. Above all, the great ideas of our own employees are absolutely essential for our ambition to make the world a little smarter every day. These ideas lead to close working relations in which we join forces and share

knowledge, enabling us to excel at the highest level of complexity.

In 2020 we will continue to invest in people who want to grow and leave the beaten path in pursuit of innovation. We will challenge ourselves to connect people, technology and ideas, that is what drives us!

DIT IS WAT ONS DRIJFT Jos Blejje, CEO ICT Group N.V.

Met de vierde uitgave van het ICT Group corporate magazine laten wij graag zien wat ons drijft. Het zoeken van de verbinding tussen mensen, technologie en ideeën is een eindeloze bron van inspiratie. Ons werk is niet altijd tastbaar maar we maken van niets iets - iets wat de wereld slimmer, veiliger of beter voorspelbaar maakt. Veelomvattend is ons werk vrijwel altijd. Denk daarbij aan een digitale transformatie van complete bedrijfsprocessen of onze

geavanceerde technologie om op de meest duurzame en gepersonaliseerde manier van A naar B te reizen.

SAMENWERKEN

En blijkbaar doen we ons werk goed gezien de gerenommeerde prijzen en partnerships die ons het afgelopen jaar zijn toegekend. Dat heeft alles te maken met het feit dat we binnen ICT Group graag samenwerken. Niet alleen met onze klanten werken we intensief samen aan nog slimmere oplossingen, maar we hechten ook veel waarde aan co-creatie met onze partners en stakeholders. Daarnaast zijn de

goede ideeën van onze eigen medewerkers onmisbaar voor onze ambitie om de wereld een beetje slimmer te maken. De onderlinge samenwerking die hierdoor ontstaat leidt tot een brede uitwisseling van kennis en bundeling van krachten. Zo kunnen we als bedrijf steeds weer excelleren op complexe vraagstukken.

Ook in 2020 blijven we investeren in mensen die willen groeien en buiten de gebaande paden durven gaan. Onszelf uitdagen om mensen, technologie en ideeën te verbinden, dat is wat ons drijft!



“In 2020 we will continue to invest in people who want to grow and leave the beaten path in pursuit of innovation. We will challenge ourselves to connect people, technology and ideas, that is what drives us!”

Jos Blejje, CEO ICT Group



MAKING SOMETHING OUT OF NOTHING

VEKOMA MAKES EXPERIENCE TANGIBLE

Each year millions of people visit one of the amusement parks found throughout the world. These parks are a place where adults feel like young kids and where children push their boundaries. For an unforgettable day with the entire family or to stimulate the senses with G-forces. Whatever the ultimate ride may have been, there is a good chance it happened in the Netherlands. To be more precise, at Vekoma in Vlodrop in the Limburg region. And ICT Group has been contributing to the fun since 2017.

Vekoma and ICT Group came into contact through the grapevine nearly three years ago. It wasn't long after the first meeting between Marco Cremers (Unit Manager System Engineering at Vekoma) and Wijnand van Asseldonk (Business Unit Manager Industry at ICT Netherlands) that two

engineers of ICT started working for Vekoma. It was the start of a growing collaboration. "Software is playing an increasing role in an attraction", says Marco. "In the past the rides mainly used gravitational force, but nowadays the rides make use of a huge amount of software. To illustrate this: six years ago

a large project involved two software engineers, today there's eleven engineers working on a project."

'PLEASURE IN CREATING EXCITING EXPERIENCES' ICT thoroughly understands what Vekoma expects from ICT's software engineers.

Wijnand: "It is my role to suggest the right people, but from then onwards, it's up to the people themselves. They have to do the job." And they're doing a good job, considering the eleven ICT engineers who are currently working on projects, some of which are top-secret. What Vekoma needs is a special type

of engineer. "And mind you, I don't mean that they have to be an absolute thrill seeker", Marco adds with a laugh, "Although it helps if you have some affinity with rollercoasters." Marco continues: "When you design an attraction, you need functional thinkers; engineers who believe that everything is

possible, and if it's not, they make it possible. On the other hand, you also need engineers who reason entirely in the opposite direction. They are also indispensable. After all, nothing is allowed unless it is safe. The one engineer makes the impossible possible, whereas the other makes sure that everything is safe. Two opposites who have to be able to communicate well with each other, but also with the rest of the team. What's important is that there is a personal click; creating an attraction is real teamwork." "This is one of Marco's strong points", says Wijnand. "Marco treats each team member in the same way, irrespective of whether you work for Vekoma or ICT. He really knows how to create a team."

NO LOOPINGS WITHOUT SOFTWARE

The software is invisible, but there's no way an attraction can

move without software. "What makes an attraction work is the interaction between mechanics and controls. On the one hand there are the rails and the carriages - tonnes of steel - and on the other there's the software to make it work together. Gates that need to be closed, the safety bar, starting and braking, ensuring the right balance in the carriages - a single track can have 5,000 sensors or more." Of course safety is an extremely important aspect in making a ride, and that also requires a huge amount of technology. "There are two systems in a track. One arranges the controls and makes sure that everything moves and does what it should be doing. The second system monitors whether everything is doing what it is allowed to do. The safety system is in control and determines what happens. An attraction is nothing more or less than a machine. But whereas

in a normal machine you do everything to keep people out, we do the opposite and put them in. When a packet of butter falls off a belt, you just throw it out. But when you're dealing with people, you can't afford any mistakes and absolutely nothing is allowed to go wrong."

FROM FEELING TO MACHINE

There are only a handful of attraction builders in the entire world. Vekoma specialises in challenging projects. Marco: "We literally make something out of nothing, that's our strength. The idea consists of a couple of scribbles or can be summarised in a single sentence. It's an experience, a feeling. And then we start looking around to see how we can create it. That always requires a balance between what's technically possible and what gives the

right feeling. Often we have to come up with our own ideas, so far the idea simply hasn't been thought of." Everyone, including ICT's engineers, are involved from the very first moment of the project. They brainstorm together and work towards a solution that as yet doesn't exist. "The impact of any decision you take now doesn't manifest itself until one or two years later. As a software engineer, you

have to be able to oversee this timespan." Wijnand adds that both parties enrich each other. "ICT is also active in other lines of industry, so what can you learn from them? How can you translate this into a solution that is of use to Vekoma? On the other hand, we learn a lot from what we do at Vekoma. Yes, this collaboration really feels like a win-win situation."



VAN NIETS NAAR IETS
Vekoma maakt beleving tastbaar
Noem een pretparkattractie waar dan ook ter wereld - grote kans dat deze gemaakt is in het Limburgse Vlodrop bij de firma Vekoma. En sinds 2017 levert ook ICT Group hier een bijdrage aan. Marco Cremers, Unit Manager System Engineering

bij Vekoma, haalde destijds twee ICT engineers in huis. Inmiddels zijn dat er elf. Vekoma heeft zich toegeleegd op de meest uitdagende projecten. Marco: "Letterlijk van niets iets maken, dat is onze kracht. Het idee staat op een klادje of is in één zin samen te vatten. Een beleving, een gevoel. Dan gaan wij op zoek naar

hoe je dat kunt maken. Daarbij is het altijd zoeken naar de balans tussen wat technisch mogelijk is en wat het juiste gevoel geeft. Vaak moeten we het zelf verzinnen, het bestaat gewoon nog niet."Iedereen, ook de engineers van ICT, wordt vanaf de start bij het project betrokken. Samen denken ze na en werken ze

toe naar een oplossing die nu nog niet bestaat. Wijnand van Asseldonk, Business Unit Manager Industry bij ICT, vult aan: "Elke beslissing die je nu neemt, heeft consequenties voor over een of twee jaar. Dat moet je als software engineer kunnen overzien. ICT werkt ook in andere branches, wat kun je daaruit leren? Hoe is

dat te vertalen naar een oplossing waar Vekoma wat aan heeft? Anderzijds leren wij ook veel van wat we bij Vekoma doen. Ja, deze samenwerking voelt echt als een win-win situatie."

FROM SUPPLY-DRIVEN TO DEMAND-DRIVEN PRODUCTION OF DOORS

For years Reinaerdt Deuren based its production on make-to-stock. The sizes of batches became smaller and smaller as the number of different designs increased. This was the reason for the company to take the strategic decision to change its production method into make-to-order with a batch size of only one item. ICT Group ensured that the new production line communicates seamlessly with the ERP system and that Reinaerdt Deuren is ready for future challenges.

Reinaerdt Deuren, which is a part of VolkerWessels, produces high-quality interior doors in approximately 10,000 different designs for domestic housing as well as the utility construction market. The company's largest production site in Haaksbergen has a machine park that was geared towards standardised products. "For years we had large clients that purchased large numbers of identical doors, but this is changing", says André Ebbekink, Financial Director at Reinaerdt Deuren. "The combination of size, appearance and performance requirements has resulted in an enormous diversity in designs, especially in the utility construction market.

In addition, the construction process requires products that can be applied directly, with a minimum number of steps to be performed on the construction site. Processing steps that are required for the exact dimensions and milling operations for hinges and locks are preferably performed in the factory. The market wants just-in-time deliveries that can accommodate demands such as last-minute changes in dimensions. It goes without saying that speed is of the essence in this process."

SPECIFICATION-INDEPENDENT PRODUCTION

This was the reason for replacing the most important production

line. The new line is capable of specification-independent production in a batch size of a single item. "A unique door is rolling off our belt every thirty seconds", says André with a proud face. "However, this new line presented a challenge in terms of data exchange, for we had to convert a customer's order in the ERP system into the production of a custom-made product." In the past, the customised ERP system and the machine were intricately integrated, but now, Reinaerdt Deuren has opted for Navision's standard software.



"It was a strategic choice to team up with ICT Group and we certainly haven't regretted making this choice."

André Ebbekink, Financial Director Reinaerdt Deuren

Ebbekink: "We were looking for a modern interface between Navision and the machine - an interface with a modular design that allowed us to control the rest of the machine park in the same manner. An important requirement was a better and more transparent separation between ERP and the machine control, allowing us better insight into what's going on in case of any control errors."

FUTURE-PROOF SOLUTION

Reinaerdt Deuren came to know about ICT Group via the network. "We soon found out how much knowhow they have in the domain of production automation. The demo made us feel very confident", André explains. "For us there was every reason to join forces. ICT Group

translated our ideas into a concept that defined the technical configuration of the production automation. On the one hand we wanted a stable environment, but on the other, we want to be sufficiently flexible to accommodate future changes in our machine park. Actually they're two sides of the same coin, but ICT managed to combine these requirements." This was confirmed by Koen Peppelman, Business Unit Manager Machine & Systems at ICT Netherlands. "Ensuring that a door will roll off the belt every thirty seconds requires a very robust and smart solution. Together with Reinaerdt Deuren we followed an iterative process to design an interface that combines flexibility with stability." The software was developed simultaneously with the construction of the production line. The machine manufacturer and ICT worked together to develop the design for the interface. It took the team no more than nine months to make the step from a concept to an operational product.

André: "Initially the machine manufacturer wanted to work with an older interface by means of text files, but ICT suggested that the interface should be controlled via databases. The machine manufacturer went along with the suggestion and now they even went as far as incorporating this new type of interface in their new machines."

FUTURE CHALLENGES

By now the production line has been operational for nearly two years and Reinaerdt Deuren is ready for the next step: even more efficient usage of materials. "For example: which type of wood do we need to buy, and in which sizes, in order to minimise the amount of wasted material during sawing? And how do we configure our processes as efficiently as possible to realise this? The fact that we have an incredible level of diversity makes this into a huge data issue." Another challenge is the need to stay up-to-date with the rapidly increasing

digitisation of the construction process. André: "A growing number of construction companies are working with BIM, which stands for Building Information Model. This means that our portfolio must be available in digital format in a library. Considering these developments, André certainly appreciates the benefit of having ICT Group as a partner. "They provided great support during the first phase of our digital transformation, and now they can help us in the thought process about future developments. It was a strategic choice to team up with ICT Group and we certainly haven't regretted making this choice." Koen is happy that the two companies are facing these challenges together. "Reinaerdt Deuren is full of enthusiasm about our method of agile software development which involves a step by step transition from a concept to a working product. This method fits in seamlessly with the innovations Reinaerdt is planning to implement."

VAN AANBODGESTUURDE NAAR VRAAGGESTUURDE PRODUCTIE DEUREN

ICT Group is de belangrijkste partner voor Reinaerdt Deuren in digitale transformatie.

Reinaerdt Deuren, onderdeel van VolkerWessels, levert kwalitatief hoogwaardige binnendeuren in circa 10.000 verschillende uitvoeringen voor

zowel de woningbouw als de utiliteitsbouw. "Jarenlang hadden we klanten die veel dezelfde deuren afnamen," zegt André Ebbekink, Financieel Directeur bij Reinaerdt Deuren. "Nu vraagt de markt om just-in-time leveringen, waarbij op het laatste moment nog wijzigingen in bijvoorbeeld de maatvoering kunnen worden doorgevoerd." Reinaerdt Deuren onderging een digitale

transformatie met ICT Group als partner. "ICT Group heeft onze gedachten vertaald naar een concept hoe je technisch de productieautomatisering zou moeten inrichten. We wilden een stabiele omgeving, maar tegelijkertijd willen we flexibel zijn voor toekomstige wijzigingen in ons machinepark. Het zijn eigenlijk twee kanten van een medaille, maar ICT heeft die wensen bij elkaar weten te

brengen." Koen Peppelman, Business Unit Manager Machine & Systems bij ICT, gaat graag samen die uitdagingen aan. "Reinaerdt Deuren is enthousiast over onze methode van agile softwareontwikkeling, waarbij je stap voor stap van concept naar werkend product gaat. Die methode past uitstekend bij de innovaties die Reinaerdt nu nog wil doorvoeren."



DREAM CLIENT HELLOFRESH BRINGS ORANGENXT TO THE NEXT LEVEL

Saturday June 1st at 5:00 am in the morning, the smell of freshly brewed coffee filled the OrangeNXT office in Eindhoven. At the same time, at HelloFresh hubs all over the country, the first hundred delivery employees were being equipped with a new app. On this day, the HelloFresh application went live in the MobileNXT cloud. Commitment above and beyond in combination with sheer excitement drove the OrangeNXT team to witness this remarkable moment. Mark Sugirtharajah, Teamlead Business Development, Supply Chain & Operations at HelloFresh, and Huub van der Linden, Managing Director at OrangeNXT, look back at events leading up to the launch.

THE BUSINESS CASE

Ever since its inception in 2011, HelloFresh has been an innovative player in the food industry integrating smart online services for home cooks. By the end of 2018, consistent growth required HelloFresh to explore smarter solutions to manage expanding supply chains and reduce cost with ample opportunity to optimise customer experience. Mark explains: "We assembled a team of the most experienced staff consisting of hub employees, drivers, planners and customer care agents to prepare the requirements for a sustainable solution for years to come. These people, who have been the backbone of the operation for many years, knew exactly what was needed to optimise logistical processes and improve the customer experience. We were looking for a turnkey solution that could improve our business processes tailored with flexibility and scalability for future demands. We wanted a partner who could complement us with creativity, who could think along our needs and who really understood our business. Ultimately, we aimed

for synergy to optimise the experience for our customers."

THE SOLUTION

Huub jumped at the opportunity to work with HelloFresh. "I immediately knew that HelloFresh would fit us like a glove. They have been disrupting the food industry for years, dictating change when nobody saw it coming. OrangeNXT also has a different approach to our industry, taking automation many steps further than just reduction of cost. We're in this business to add value to our clients' business by making the customers' experience an integral part of our solution. Let me show you an example: HelloFresh needs to monitor temperature at all times, groceries should be kept fresh and cool from the warehouse to the customer's doorstep. We don't have a standard option but we seamlessly integrated a third party's product on the MobileNXT platform. Any dashboard will now show the actual temperature of a meal box from door to door. Not only the delivery people can see the temperature in the truck, but customer care agents also have

this functionality on their screen. When a customer has a question about the freshness of the lettuce, anyone in the HelloFresh operation can access the data needed to answer. That is how we add value for the HelloFresh customer."

EXCELLENT COOPERATION

Mark is very proud of the result. "OrangeNXT as a partner ticks all the boxes. We are especially happy with the time frame of their work. It took less than half a year from idea to launch, which is exceptionally fast for a complete new application including the migration of the old system. Every new request is operational in two weeks demonstrating the flexibility of the MobileNXT platform. Furthermore, the domain knowledge present in the ICT Group organisation is remarkable and really supporting our business development. Last but not least, the highly intuitive interaction with the MobileNXT app cuts back on our training time and error margin." Huub: "We were able to deliver these results because of our excellent cooperation. HelloFresh helped us develop our platform

beyond limitations. Their questions pushed us further and further, enriching our skills and services to benefit our overall performance. We're a better tech company because of the

work we've done for HelloFresh. A dream client I would say."

► VISIT ORANGENXT AT
WWW.ORANGENXT.COM

DROOMKLANT HELLOFRESH STUWT ORANGENXT NAAR GROTE HOOGTE

In de samenwerking tussen HelloFresh en OrangeNXT hebben beide bedrijven profijt van elkaars talenten. HelloFresh heeft als vanzelf een vooruitstrevende kijk op de digitalisering van bedrijfsprocessen waarbij niet alleen logistieke vraagstukken iedere dag beter moeten, maar ook de klantbeleving zo optimaal mogelijk ondersteund moet worden. OrangeNXT denkt graag mee met een opdrachtgever als HelloFresh en voegt waarde toe door altijd vanuit de kant van de klant te redeneren. Mark Sugirtharajah, Teamlead Business Development, Supply Chain & Operations bij HelloFresh en

Huub van der Linden, Managing Director bij OrangeNXT, kijken samen terug op de livegang van de HelloFresh applicatie op het MobileNXT platform. Mark: "OrangeNXT is echt een partner gebleken voor iedere uitdaging die de toekomst met zich meebrengt. Ze zijn snel, begrijpen onze business en hebben met het MobileNXT platform niet alleen een logistieke oplossing maar meteen ook een customer care portal gecreëerd waarmee wij proactief de ervaring van onze klanten kunnen optimaliseren." Huub: "Een klant als HelloFresh is voor ons een droomklant. Zij pushen ons om steeds slimmere oplossingen te bedenken en daar wordt mijn team ontzettend blij van."



CONNECTING PEOPLE, TECHNOLOGY AND IDEAS

ICT GROUP CAREERS ARE BUILT ON THESE CORNERSTONES

Careers at ICT Group are all about connecting people, technology and ideas in many different ways. Our core values advance both personal and professional development. As frontrunners of innovation, we always aim for ground-breaking solutions. Thanks to our specific domain knowledge our solutions add value to a wide range of industries. We offer a high level of freedom to act to our born techies who share a passion for their work. Four of these born techies are featured today to demonstrate how their careers take shape within ICT Group.

“At ICT my curiosity is constantly encouraged and I really appreciate that. Because of that, this is not just a job but a job I really love.”

Younes El Ouazghari, Software Engineer

YOUNES EL OUAZGHARI, SOFTWARE ENGINEER

Younes El Ouazghari, a Software Engineer at ICT Belgium, feels his eagerness to develop himself personally and professionally is very much encouraged by the company. He explains how he designs his own career when choosing his next project. “I’m really grateful that I have a say in the matter. My Operational Manager is convinced I will develop new skills on both projects I currently work on and leaves it up to me which way I want to go. The project in the pharmaceutical industry will help me to further develop my leadership skills as a coordinator. The project with the machine manufacturer could really help me develop my professional skills. I could advance my knowledge of generic programming languages like C# and Java. For me, that is currently the biggest challenge in my work, I really want to master as many programming languages as possible. At ICT Belgium my curiosity is constantly encouraged and I really appreciate that. Because of that, this is not just a job but a job I really love.”

PIM VAN DER TOOLEN, BUSINESS CONSULTANT

Pim van der Toolen has been working for InTraffic for a year now. As a Business Consultant, he is responsible for developing a new travel planner. “I wanted to work for a company that develops solutions which are of actual use to their users. And preferably solutions in the domain of mobility, because that’s what really appeals to me. How cool would it be if you could travel faster, more efficiently and sustainably by making smart use of the current infrastructure?” Pim and his technical team are developing a travel planner to be used within a new mobility concept, called Mobility-as-a-Service (MaaS). “The attractive new feature of this planner is that we are including all modes of transport, from train to (shared) bicycle and from taxi to GreenWheels. It is my job to explore the market and customers, and work together with the programmers to translate my findings into technical solution components. There are no beaten tracks, I must set my own priorities and try to choose the right path. On the one hand, that’s really cool, but it’s also a bit scary. Fortunately, I get a lot of support from my colleagues and I can always rely on their knowhow.”



MEET OUR CONTROL ENGINEER AND SAFETY AND SECURITY CONSULTANT



**SARAH STINISSEN,
CONTROL ENGINEER**

Sarah Stinissen, who is a Control Engineer at ICT Belgium, was introduced to technology at a very young age by her father. To work for ICT Group was an easy choice with the prospect of developing her professional skills in Industrial Automation. "I get to work with the automation of electromechanics, engines and hydraulics, but also smaller electronical systems, control technology, PLCs, HMIs, SCADA, I feel like a kid in a big playground. "While more and more women are starting a career in technology, the gender balance is still off. "During working hours, I meet women more often, not only in support roles but also as peers. For myself, I never really thought about it because from a young age I have always been the only girl interested in technology. After a while, gender is not an issue anymore as colleagues just want to know what I can contribute and if I can do my job. But the same goes for any new colleague. I feel free to lay out my ideas when I think something can be done better and I'm always taken seriously. I am very happy with the outlook and the opportunities I am getting here."



**MIDAS LUIJER,
SAFETY AND SECURITY CONSULTANT**

Midas Luijer is a Safety and Security Consultant at NedMobiël which became part of ICT Group more than a year ago. "That created opportunities to give my field of expertise a huge boost", Midas explains. "At ICT Group, there is a lot of knowledge to make all sorts of processes much smarter. Predictive Analysis is a tool with which physical safety can be increased, but it can also advance social safety at large gatherings. The cameras are already everywhere so why not use them intelligently? If we can teach smart software to understand and predict human behaviour, we can increase social safety. For example, the vision system records a disruption in a continuous flow of people at a festival; this could very well indicate an emergency. The vision software automatically alarms and instructs the police or the festival crew. As a safety expert, I am convinced that in the near future we will apply more smart technology to do dangerous work. Smart technology can take over a lot of inspection and detection work, allowing us to improve both physical and social safety. I can't wait to see what drones will add to my field of expertise."



CONNECTING PEOPLE, TECHNOLOGY AND IDEAS

**Dit is het fundament van een carrière
bij ICT Group**

Carrières bij ICT Group draaien volledig om het verbinden van mensen met technologie en ideeën. Vier van onze born techies laten zien hoe hun carrière vorm krijgt bij ICT Group aan de hand van dit principe. Sarah Stinissen, een Control Engineer bij ICT Belgium, heeft een grote passie voor industriële automatisering en geniet van de ruimte die ze krijgt om zich op dit gebied verder te ontwikkelen. Pim van der Toolen, een Business Consultant bij InTraffic, werkt aan een nieuwe reisplanner waarbij hij de markt en klanten verkent. Hij daagt zichzelf keer op keer uit door binnen de kaders, maar buiten de gebaande paden te werken. Younes El Ouazghari, een Software Engineer bij ICT Belgium, legt uit hoe hij zelf betrokken is bij het kiezen van zijn nieuwe projecten zodat hij zijn persoonlijke doelen kan najagen. En Midas Luijer, Adviseur Integrale Veiligheid bij Nedmobiël, vertelt over de nieuwe kansen die zijn ontstaan op zijn vakgebied nadat Nedmobiël onderdeel werd van ICT Group. Zijn ideeën voor een nog slimmere inzet van technologie ter verbetering van veiligheid in steden, op bouwplaatsen en bij evenementen zijn binnen handbereik gekomen.



KRUIDVAT AND ICT CELEBRATE 25 YEARS OF COOPERATION

“THE POWER IS IN THE PEOPLE, WE ARE ONE TEAM”

Whoever says *“Steeds verrassend altijd voordelig”*, says Kruidvat. And whoever enters one of the more than 1,400 Kruidvat or Trekpleister stores, does indeed find a very broad and varying range of attractively priced products. “We want to keep surprising our customers with our product range”, says Yvette Heijwegen, Supply Chain Director at AS Watson, Kruidvat’s parent organisation, when explaining the Kruidvat slogan. “And the only way in which we can offer ‘always a good deal’ is by moving our products through the chain in the most efficient manner. This is only possible when you apply a customised Warehouse Management System (WMS). This is where we use the services of ICT Group, the company that keeps developing and expanding, fine-tuning and managing this system. That’s the challenge and the added value of ICT Group’s team. Without them, our WMS system wouldn’t be worth anything. And that has been the case for the last 25 years.”

“A unique moment, and certainly worth reflecting upon for a moment”, says Roy Jansen, ICT Group’s Chief Operating Officer. This is why he and his colleague Walter Spitters, Operations Manager at ICT Netherlands, travelled to Kruidvat’s distribution centre in Heteren. Naturally with a gift and a bottle of bubbly to join Yvette Heijwegen and Aad Ramondt, Manager Supply Chain Development at AS Watson, in toasting to the excellent cooperation of the last 25 years. “The power is in the people, the team. We really make things work together. We know what is required from Kruidvat. And ICT knows what is possible. We really complement

each other.” Jansen describes it as ‘mutual craftsmanship’. “What’s so nice to see is that we have both grown during these years. Not only in terms of expertise, but also in the way you work together.” He is referring to the way in which they join forces in order to look for solutions. “It’s not just a matter of ‘you ask, we deliver’. We participate in the thought process behind the objectives Kruidvat wants to accomplish, but from the perspective of what’s technically feasible. In that sense, our role is that of a sparring partner rather than the traditional role division of client and supplier.”

ON THE SHELVES IN TIME

Kruidvat, part of AS Watson, is by no means a standard company, but a company where complexity and exceptions are the order of the day. “We have a great range of product variety, changes in our product range, seasonal or specially priced products and an extremely high promotion pressure that can be as high as 80%. Both the staff and the system must be able to cope with this. They have to be able to keep up, for once the flyer is on people’s doormats, all products have to be on the shelves.” Yvette continues: “When we started here in Heteren 25 years ago, all order

picking was done by manual labour. Today we have sorting machines, dynamic picking systems, manual collection areas and a distribution centre for specials and promotion articles. As a result, we have a huge number of different products and a variety of flows, but everything has to pass through the same process in order to be in the shops on time. “The only way to accomplish this by means of software is if you know the business process right to the last detail. Walter: “You have to invest quite a bit of time to be able to do this. The good thing is that we are given this time, for instance when new staff is trained. This is how we work together to make sure that the available expertise and skills are applied across the range and to increasing levels of depth. ICT’s team is so deeply involved in the process that they immediately see the implications of particular decisions. And they come up with suggestions in order to improve or accelerate the process. We reinforce each other, and this is how we make the system smarter all the time.”

OPTIMAL INVOLVEMENT

The foundation of today’s system was developed by Imtech 25 years ago. When Imtech experienced difficult economic times in 2015, the entire team

that was involved in developing the system took up employment with ICT. This is how they continued to expand the system and services. Aad praises ICT for the fact that so far the team has succeeded in deploying new processes in time. “We have a business-critical process. If the system breaks down, even for a short period, we really have a problem. And that poses a serious challenge when you want to implement a module, execute a change or update the software. It’s a great achievement of ICT that they succeed in doing this over and over again. Sometimes it takes a bit more effort than at other times, but the results are excellent.” Walter nods. “We already took this into account when we built the system. It’s not a monolithic system. Instead, the system has an extremely robust design. Should there be a failure in one of the components, the rest just keeps running. And before we modify anything, everything is tested extensively.” What strikes Yvette in particular is the fact that the right people are always present during each update. “It’s remarkable that the team members really want to be involved. They’ve built it and want to be there when it goes live. The involvement is enormous - people even reschedule their holidays to be present!”

NEW CHALLENGES

When you work together for 25 years, it’s only natural that you experience both good and bad times. Aad: “The times when things got tough have created more trust in each other. It’s a close team in which we don’t distinguish between Kruidvat and ICT, and where colleagues have a lot of respect for each other. You only stay together for that long if you like the team and if you keep getting new challenges.” And if it’s up to Yvette, those challenges will certainly keep coming.

“We’re going to increase e-commerce during the next couple of years. But mechanisation is also gaining in importance. We keep on growing, but at the same time we notice that labour is becoming a scarce commodity. We are trying to prepare for the future as best as we can by adding AGVs, smarter algorithms or robots. And that’s where we certainly need ICT.” Everyone nods to show they fully agree, and then it’s time raise the glasses in a toast to the previous as well as the next 25 years.

KRUIDVAT EN ICT VIEREN 25 JAAR SAMENWERKING

“De kracht zit in de mensen, we zijn één team”

Wie ‘Steeds verrassend, altijd voordelig’ zegt, zegt Kruidvat. “Met ons productaanbod willen we onze klanten blijven verrassen”, licht Yvette Heijwegen, Supply Chain Director bij AS Watson, de moederorganisatie van Kruidvat, de slogan toe. “Dat ‘altijd voordelig’ kunnen we alleen bieden als alle producten zo efficiënt mogelijk door de keten gaan. En dat is precies de kracht van ICT Group: zij ontwikkelt en beheert ons Warehouse Management Systeem (WMS).” “Dat doen we al 25 jaar”, zegt Roy Jansen, Chief Operating Officer bij ICT Group, “en daar mag je best even bij stilstaan. De kracht zit in de mensen, het team. We doen het samen. Vanuit Kruidvat weten we wat er nodig is, ICT weet wat de mogelijkheden zijn. We vullen elkaar echt aan.” Het WMS is ontworpen als een robuust systeem dat blijft functioneren als een onderdeel faalt. Bij updates wordt alles eerst uitvoerig getest zodat ook dan de bedrijfsvoering ononderbroken doorloopt. Wat Yvette daarbij vooral opvalt, is de grote betrokkenheid vanuit ICT Group. “De teamleden willen er gewoon bij zijn. Ze hebben het gebouwd en willen aanwezig zijn als het live gaat.” Voor de toekomst heeft Kruidvat nog grote plannen op het gebied van e-commerce en mechanisatie. “En daar hebben we ICT hard bij nodig”, zegt Yvette. Instemmend geknik, de glazen worden geheven. Voor een toast op zowel de afgelopen als de komende 25 jaar.

NO GUTS, NO GLORY

NEW MANAGEMENT TRAINEESHIP TRIGGERS A FRESH OUTLOOK ON PROCESSES AT ICT GROUP

In February of 2019 the first cohort of management trainees joined the company for a two year programme. The management traineeship is designed for non-technical professionals who want to develop personal leadership skills and gain meaningful work experience during an orientational curriculum of internal projects and business cases. Moreover, the trainees are selected for their ability to think out of the box and ask critical questions that will advance the organisation.



Priya Pershad (27), a trained International Marketing specialist, joined the ICT management traineeship for the opportunity to see every aspect of a large listed company: "I wanted to make an informed decision regarding the direction of my career. Therefore, the traineeship is the perfect fit for me."

Merle Meeuws (25) graduated cum laude in Culture, Organisation and Management. She also wanted to keep her options open and was attracted by ICT Group's recent expansion beyond Dutch borders as she's prone to travel. Jasper Groenendijk (23) holds a degree in International Management. "I was triggered to join ICT Group for one of the company's core values: freedom to act. Now that I work here, I have experienced that a company truly can live by its values." "Right from the start," Jasper says, "I knew ICT would take us very seriously. We are not only free to act on our curiosity and ask any question that comes to mind, we truly feel appreciated for our fresh outlook on business processes." The first project Jasper and Priya worked on was the restructuring of the internal audit process. Considering the exponential growth in projects, audits should efficiently detect risk and support the business process. Priya: "Without any prior knowledge, Jasper and I immersed ourselves in the world

of auditing and toured the company for our research. Where Jasper will continue to implement the findings and recommendations of our project, I will take on another organisational transition as my second big project." Merle's first project was the advancement of international integration within ICT Netherlands with the aim of transforming from an international programme to an international and intercultural policy. Thanks to cooperation with many colleagues throughout the company, the project resulted in a guidebook for the onboarding of new (international) staff, amongst others. "ICT consists of thirty+ nationalities and values mutual understanding in international working relations. I very much enjoyed the opportunity to apply my academic knowledge in a practical way. ICT is a very pragmatic organisation where 'learning by doing' definitely sets the pace." Another project involved the start-up of the tech recruitment branch office in Eindhoven for Additude, the Swedish subsidiary that joined the ICT Group last January. To learn more about Additude she travelled to Sweden to get to know the organisation and the colleagues there.

LOTS OF CHANCES

In addition to the main projects, the trainees got the chance to work on smaller ones as well.

Priya assisted the Chief Information Security Officer with data security for ISO 27000. Jasper continues to serve as an analyst to the Technology Advisory Council. Merle was asked to share her thoughts on revisiting the company's core values in a manner that the whole ICT Group can identify with the overarching core values. However, the traineeship consists of more than just projects. Jasper: "We got the opportunity to become members of the Council of 20, a group of young, critical and involved ICT employees who want to help advance the company. Moreover, the trainees partake in courses at the ICT Academy such as Finance for Non-Financials and

Scrum. Furthermore, at least twice a month they meet with their supervisor, as a group or individually. "A typical day at work? My days are never the same!", Merle says. "In general, we get to meet many interesting people, we make a lot of mileage, one day a week we're in training or intervention, and the rest of our time is spent on research and writing." Priya concludes: "We're here to look at business processes from a non-technical viewpoint. I know nothing about software or automation, but still I am valued for my contribution to the organisation. I commend the company because it gives its employees, technical or non-technical, lots of opportunities in every way they can."

NO GUTS, NO GLORY

Nieuw Management Traineeship zorgt voor een frisse blik op processen binnen ICT

In februari 2019 is een nieuw Management Traineeship van start gegaan met jonge, hoogopgeleide professionals die van nature leergierig zijn en een frisse kijk hebben op de gang van zaken. Hun rol? Kritische vragen stellen en oplossingen buiten de gebaande paden bedenken. Jasper Groenendijk, één van de trainees, kon direct merken dat zijn nieuwsgierigheid serieus werd genomen. Net als Priya Pershad en Merle Meeuws, zijn collega-trainees, werd hij meteen ingezet op in het oog springende projecten met grote impact op de bedrijfsprocessen. Merle vindt de pragmatische 'learning by doing' insteek binnen het bedrijf interessant en Priya merkt op dat binnen ICT Group alle medewerkers, technisch en niet-technisch, alle kansen krijgen om zich te ontwikkelen.

Do you want to meet the trainees? Scan the QR-code.



INTRAFRIC AND ICT: STRONGER TOGETHER

InTraffic was founded 16 years ago as a joint venture between ICT Group and Movares. Since 2018, InTraffic has been a 100% subsidiary of ICT Group, which has expanded the cooperation even further. A shining example of the cooperation is the recent contract for the Rotterdam Port Authority (HbR).

Both InTraffic and ICT apply their expertise in the complete software lifecycle: consultancy, software development, integration, testing, management and maintenance. InTraffic realises and maintains complex information and control systems for mobility. ICT Transport & Logistics has been working for various container terminals for thirty years in the port of Rotterdam, including ECT. They know the port's processes and systems and they have bundled their expertise in a Port Logistics Competence Centre.

ROTTERDAM SMARTEST PORT

Bart Overgaauw, Business Unit Manager at ICT Transport & Logistics explains: "The cooperation between InTraffic

and ICT proved its value when the Rotterdam Port Authority published a Tender request for QA and testing to the integration of the systems that support the planned construction of the Container Exchange Route (CER). The CER is part of an entirely new, advanced and unique concept introduced by the Rotterdam Port Authority - a concept that also includes deep sea terminals, inland navigation/feeder terminals, empty depots, a State Inspectorate Terminal (RIT) and distribution centres. It comprises specific infrastructure, logistic agreements and IT systems that connect the port's terminals, empty depots, RIT and distribution centres. Because the Rotterdam Port Authority has set itself the goal of turning the port of

Rotterdam into the smartest port in the world, this project comprises a huge amount of technology, for instance cameras that monitor vehicle movements. We were keen to take on the software integration by means of QA & Test, but as ICT Group we didn't have any substantial references in this domain. However, InTraffic did have these references. They built the Process Management system for ProRail, a system that controls all railway signals and switches based on the timetable."

WIDER APPLICATION OF EXPERTISE

Edwin Winterkamp, Key Account Manager at InTraffic, adds: "The cooperation immediately proved its success at the Rotterdam Port Authority. This is a nice example

of the fact that our knowhow of the mobility domain can be applied more generally for customers of ICT Group. And this also works the other way around. We frequently involve ICT colleagues in our projects at InTraffic. This is why I see this as an opportunity for our company now that we are a full subsidiary of ICT Group. There's a much smaller burden of administrative tasks, and this has made it much easier to exchange expertise and employees. And what's more, both our customers and the market reap the benefits. We can combine and apply our expertise and skills from various markets, and this leads to excellent ideas. For instance, I believe that ICT Group's activities in the domain of image recognition for BAM are extremely well suited for application in the railway domain. ICT also has experience with platooning. It would be very interesting to investigate how this concept can be applied in the railway domain. And there's much more, I can think of a lot of similar ideas."

KNOWLEDGE EXCHANGE RESULTS IN INSPIRATION

Bart confirms: "What you can see happening is that knowledge is being exchanged in a very natural and organic manner. We inspire one another and this automatically leads to new insights. When you put together people of varying blood types with the aim of coming up with a solution, you obtain a better result than when you do this from your own narrow views. This has motivated us to use each other's knowhow much more frequently. I also believe we can learn a lot from each other in the domains in which both of us have been active for years, for instance predictive maintenance.



The ICT business unit Machine & Systems is specialised in this domain. A production plant and the railways are different environments, but in the end they both require regular maintenance and you want to plan this in a smart manner. Together we can offer a lot of added value here."

Edwin: "The railway world has a lot of traditional parties that find it very difficult to step outside of beaten tracks. Predictive maintenance is a subject that they're rather familiar with; most parties are investigating this or are already applying this concept. But you can use a theme like this to challenge them to take a look beyond their comfort zones and think about the next step."

INTRAFRIC EN ICT: SAMEN NOG STERKER

InTraffic, 16 jaar geleden opgericht als joint venture van ICT Group en Movares, is sinds 2018 een 100% dochteronderneming van ICT Group. InTraffic realiseert innovatieve en duurzame IT-oplossingen voor bereikbaarheid en mobiliteit, ICT Transport & Logistiek voor logistieke vraagstukken en supply chain management. Bart Overgaauw, Business Unit Manager ICT Transport & Logistiek, vertelt: "De samenwerking tussen

InTraffic en ICT kwam goed van pas toen Havenbedrijf Rotterdam (HbR) ons benaderde voor het uitvoeren van de QA & Test bij de aan te leggen Container Exchange Route." Edwin Winterkamp, Key Accountmanager InTraffic, vult aan: "Het HbR-voorbeeld laat mooi zien dat de kennis die wij hebben van het mobiliteitsdomein breder is toe te passen voor klanten van ICT Group. Andersom geldt dat ook. Daarom vind ik het ook een kans voor ons bedrijf dat we nu een volledige dochter zijn van ICT Group.

It's clear. The main added value of the take-over is that the combination of both companies is in a stronger position to inspire customers. And to actually turn innovation into reality. "I strongly believe that the contract with the Rotterdam Port Authority is the first of a long series of joint assignments."

We kunnen onze kennis en kunde uit verschillende markten bundelen en toepassen. Daar komen verrassende ideeën uit voort. Wat ICT Group bij BAM doet met beeldherkenning is bijvoorbeeld ook uitstekend toepasbaar op het spoor. Zo heb ik nog wel meer ideeën." De overname stuwt de innovatiekracht van beide bedrijven voort met een grote meerwaarde voor klanten op het gebied van bereikbaarheid, mobiliteit, logistiek en supply chain management.



ICT HEALTHCARE AND BMA *JOIN FORCES*

ICT HEALTHCARE TECHNOLOGY SOLUTIONS IS THE NEW LABEL

To strengthen the position in the healthcare market, ICT Group has taken steps to integrate the current activities of both ICT's Healthcare division and BMA into one new label: ICT Healthcare Technology Solutions. The transition is well underway and will be finalised per January 1st 2020.

SPARK INNOVATION

ICT Healthcare Technology Solutions - HCTS in short - will be used as the European healthcare label.

Rob Hogeweg, Cluster Director of ICT Healthcare Technology Solutions (HCTS), is very pleased with the integration. "The professionals of both companies are excited about this step, knowing this will spark innovation in healthcare technology."

COMPLETE SCOPE OF SERVICES

The full-fledged integration of BMA and ICT Healthcare creates a bundling of knowledge and experience and a complete scope of services. Rob Hogeweg: "ICT Group is a strong player in medical software development, both in secondment and projects. We've developed state-of-the-art software solutions e.g. in organ transportation and for blood labs. ICT also has a very strong reputation in radiotherapy

where we've handled big projects. This has everything to do with a profound domain knowledge brought by our own academically trained professionals. BMA, on the other hand, has an impressive track record in product development and medical technological solutions. BMA is specifically strong in the field of obstetrics, also driven by domain knowledge contributed by professionals who were academically trained. As HCTS, we are ready to service clients in the areas of medical product development, medical software development and secondment."

SYNERGY

Rob Hogeweg: "Harbouring these disciplines under the same roof creates a synergy that will take the level of service to a higher plan. The combined perspective of a manufacturer and a consultancy will benefit our clients with regard to CE-certification projects, medical device regulation (MDR), and Quality Assurance and Regulatory Affairs (QA/RA). Not only clients will profit from the diverse range of disciplines at HCTS, our own and future employees will also share in this huge window of exciting opportunities and innovation challenges."

MOSOSNXT CTG

One example of a new innovation within HCTS was the launch, in collaboration with Medlife, of the completely web-based MososNXT CTG. The MososNXT CTG provides an easy way to check the condition of a child in the womb. Thanks to the complete integration of the CTG data in the EMR, healthcare providers have a complete set of the information on mother and child at hand in one single environment.

"Having a company like ICT Group within arm's reach and being able to use their expertise, I foresee many more innovative solutions that will improve healthcare and support care professionals in their daily work. HCTS will definitely make a difference in healthcare technology."

"HCTS will spark innovation in Healthcare Technology."

Rob Hogeweg, Cluster Director ICT Healthcare Technology Solutions

ICT HEALTHCARE EN BMA BUNDELEN DE KRACHTEN ICT Healthcare Technology Solutions is het nieuwe label

Om de positie in de medische markt te versterken, heeft ICT Group de huidige activiteiten in ICT Healthcare en BMA geïntegreerd in een nieuw label: ICT Healthcare Technology Solutions (HCTS). Per januari 2020 zal HCTS de gezamenlijke merknaam in de Europese markt zijn. Rob Hogeweg, Cluster Director van ICT Healthcare Technology Solutions, is bijzonder content met deze stap. "De professionals van beide bedrijven zijn heel enthousiast wetende dat de verregaande samenwerking een impuls zal geven aan medisch-technologische innovatie. Als HCTS kunnen we klanten van dienst zijn op het gebied van medische productontwikkeling, medische softwareontwikkeling en detachering. Daarnaast zijn we maker en consultant tegelijk waardoor we onze klanten nog beter kunnen adviseren omtrent CE-certificatie, medische device regulatie (MDR), en Quality Assurance and Regulatory Affairs (QA/RA). "Een belangrijke innovatie die voortkomt uit een samenwerking van HCTS en Medlife, is de volledige webbased MososNXT CTG, een vernieuwende applicatie waarmee zwangerschap en geboorte nog beter gemonitord kunnen worden. Rob Hogeweg ziet oneindig veel mogelijkheden voor HCTS om het verschil te maken in de medische technologie."

STRYPES PROUD OF NOMINATION FOR THE EUROPEAN BUSINESS AWARDS

ICT Group's Bulgarian subsidiary Strypes has been selected as the national winner in the category *Workplace and People Development* and is nominated for the European Business Award. With Strypes, ICT Group is able to accelerate nearshoring solutions and to meet the growing needs of the market.

"This recognition of Strypes being the most attractive employer of Bulgaria and perhaps even Europe is important to our People strategy", says Todor Marinov, CEO at Strypes. "Even though Bulgaria is famous for its IT talent, it's becoming increasingly difficult to find enough well trained all-round software developers." To that end, the recent acquisition of Kodar LTD added forty IT professionals to the family and gives access to IT graduates of the renowned Plovdiv University.

HISTORY OF ORIGIN

Strypes was founded in 2008 by the Dutch entrepreneur Koen van Wijk. Building an end-to-end software development company in Bulgaria was his answer to the complications of outsourcing IT

challenges. Bulgaria is in the adjacent time zone to Central Europe, has excellent universities with outstanding Informatics and Computer Science programmes and a high level of English proficiency. "Strypes makes nearshoring a viable option",

says Todor, "not only for Dutch companies but also other Northern European and US companies. In 2014, Strypes joined ICT Group as a full subsidiary allowing the company to grow even stronger, totalling



"At Strypes we put our employees first. We believe that when they feel appreciated and inspired they will always do their upmost for our customers!"

Todor Marinov - CEO Strypes

260 professionals today. The acquisition of Kodar as one of the leading software companies in Southern Bulgaria, opens up a new strategic window for growth in a tight labour market."

NEARSURANCE

During the last 6 years Strypes developed a business model which increases the chances of success in outsourcing. "The assurance of high quality solutions is warranted by deploying a Strypes team member on site with the client, our so-called Front Office. We combine this with a professional team in Bulgaria. The local

team member has its focus on making the outsourcing a success by using domain knowledge and building long lasting relationship with the client. The delivery team will focus on flawless project management and technical delivery", explains Todor. "Our team members will always travel to our clients to support project kick off, workshops or any other occasion that needs local presence. At Strypes we call this business model Nearsurance, combining the benefits of nearshoring with the assurance of high quality software solutions. We have built strong expertise in the area of Digital Transformation, Application Development, Application Management and IT Infra. Clients in High Tech, Logistics

and the Energy market appreciate the certainty we create by taking ownership over the entire process."

TEAMWORK

"At Strypes we put our employees first. We believe that when they feel appreciated and inspired they will always do their upmost for our customers!", Todor says in response to winning the national nomination for the European Business Award. "We build teams that develop software solutions for extremely complex industrial challenges. In everyday practice, this means that we don't assign people to a project, but we build strong competence teams and assign a project to a team. We believe we achieve two main things by

this: First, by working in self-managing teams, we establish a strong sense of ownership towards delivering the best solution for our clients. Second, we achieve that our mostly young and highly educated professionals have a sense of community in which they feel deeply rooted. A very important aspect when you take into consideration that our workforce grew more than five times over the past 5 years. When I think about it, our summer barbecues, Christmas parties and annual ski trips with the whole family might also have something to do with that", Todor says with a big smile. "I better start planning a party in case we win the European Business Award!"

ICT GROUP FELICITEERT STRYPES MET DE NOMINATIE VOOR DE EUROPEAN BUSINESS AWARD

Strypes, de Bulgaarse nearshoring-tak van ICT Group, is genomineerd in de categorie Workplace and People Development. Strypes investeert veel in mensen, zonder hen geen

succes. Met deze erkenning hoopt Strypes haar positie in de arbeidsmarkt van hoogopgeleide IT-professionals te verstevigen. De aankoop van Kodar, een gerenommeerd softwarebedrijf in Zuid-Bulgarije, opent nieuwe strategische deuren voor groei in een krappe arbeidsmarkt. Strypes onderscheidt zich in de markt met haar

Nearsurance model waarin nearshoring wordt gecombineerd met de zekerheid van een Strypes medewerker on site bij de klant. Indien nodig zullen ook andere Bulgaarse teamleden naar de klant reizen zonder de voordelen van nearshoring in de zin van kosteneffectiviteit te verliezen.

Strypes klanten in overwegend de high tech, logistieke en energiemarkt waarderen de waarborgen die Strypes biedt door het eigenaarschap te nemen over de vaak zeer complexe trajecten.

YOU CAN'T GET ANYTHING MOVING UNLESS YOU DO SOMETHING

Inner cities are getting congested and are becoming unliveable due to noise and odour nuisance. In addition, carbon dioxide and particulate emission must be reduced. The only way to face these challenges is to get people to leave their car and start using public transport. This will only work if public transport is just as convenient and reliable as the car so that travellers don't experience any uncertainties during their travels. Mobility-as-a-Service (MaaS) plays a crucial role in this transition.

The issue is crystal clear for bus transport company Qbuzz. The company has been awarded the contract for bus transport in the Groningen and Drenthe regions for the next ten years. Part of the tender is the provision of MaaS services. To this end Qbuzz signed a contract with ICT Group for providing the Mobility-as-a-Service (MaaS) platform TURNN in the Groningen-Drenthe region. "MaaS is part of a changing pattern in mobility requirements", says Gerrit Spijksma, Qbuzz's General Manager. "We have always been an innovative company, so it's only natural that we want to play a leading role in this innovation".

INTERMODAL TRAVELLING, PLANNING AND TRACKING TURNN, which is an independent MaaS platform, combines all available modes of transport into an optimum travel plan, aligned with the traveller's personal

circumstances. It allows not only Qbuzz travellers, but all travellers to plan their entire journey from door to door and track their trip using the intermodal TURNN app. The app uses the desired arrival time to calculate which combination of modes of transport - (shared) bicycle, (shared) car, bus, train, tram, taxi - reaches the destination in the fastest manner and at the lowest cost, and also the time you need to leave home in order to arrive on time. What's more, TURNN accompanies you on your journey and sends you messages if any connection is delayed. If this means that you won't arrive on time, the app proposes a different mode of transport - for instance a taxi, instead of public transport or a (shared) bicycle - for the last section of the journey. Qbuzz wishes to enter into a long-term partnership with ICT Group, and

during this partnership, both parties will gradually add more functionality to the TURNN app. Work on the first addition has already started, and this entails the expansion of the travel planner with an intermodal booking platform. A further plan is to enable payments by means of the app.

TURNN AS LEADING PLATFORM

The objective of Qbuzz is to combine forces. "You can't get anything moving unless you do something", says Gerrit Spijksma. He doesn't want to wait for government policy but is taking the lead himself. "We have opted for the best independent MaaS platform currently available in the Netherlands. We want to show the enormously positive impact of MaaS for the traveller and for public transport service providers."

ACCELERATE MAAS DEVELOPMENTS

Taking the lead implies a risk for Qbuzz, but this does not bother Spijksma. "Innovating means taking risks. Our industry has been talking about MaaS for years, but the developments are very slow because of the large number of opposing forces in the world of public transport. Our mission is to combine forces and thus create a natural and ground-breaking movement. We're going to use the Groningen and Drenthe region to show that it actually works, and we hope that after seeing this example, others will also choose the TURNN platform." The Groningen-Drenthe region is extremely well suited for this showcase because it comprises the complete range of dynamics: from a large town with a large number of public transport movements to smaller villages that haven't had

any bus services for years. "If MaaS is successful in this region, it will be a success everywhere", says Spijksma with conviction.

EXPANSION WITH BOOKING AND PAYMENTS

Dirk Grevink, Managing Director at TURNN: "ICT Group knows the mobility market better than anyone else." He is very happy with the contract. "We have been working together with Qbuzz for a number of years. Both parties are convinced that the way people travel is going to change during the next couple of years, and that MaaS will become a real alternative for travelling by private transport. A crucial factor in this transition is a high quality level of service that connects all links of the chain (bus, train, (shared) car, (shared) bicycle and taxi), and that fully supports the journey. Everyone at TURNN is fully committed to this belief."



OV-bureau Groningen Drenthe.

BEWEGING KOMT NIET OP GANG ALS JE NIETS DOET Qbuzz tekent contract met ICT Group voor **Mobility-as-a-Service** Mobiliteitsbedrijf Qbuzz heeft de concessie voor het busvervoer in Groningen en Drenthe gewonnen. Daarbij biedt Qbuzz de reiziger een

Mobility-as-a-Service-dienstverlening aan waarbij de volledige reis van deur tot deur in real-time gepland kan worden, inclusief wijzigingsadviezen bij vertraging of andere calamiteiten. Qbuzz is een langdurige samenwerking aangegaan met ICT Group voor het MaaS-platform TURNN,

de app waarmee alle beschikbare vormen van vervoer gecombineerd kunnen worden tot een persoonlijk optimaal reisplan. Daarbij wordt naast openbaar vervoer ook gebruik gemaakt van taxivervoer, (deel)fietsen en (deel)auto's, met binnenkort de mogelijkheid om direct te boeken en te betalen via de app.

Gerrit Spijksma, Algemeen Directeur van Qbuzz: "Wij hebben gekozen voor het beste MaaS-platform dat op dit moment in Nederland beschikbaar is. We willen samen met TURNN laten zien wat MaaS kan betekenen voor de reiziger en voor OV-aanbieders. Als MaaS in deze regio een succes wordt, dan wordt het overal een succes."

Managing Director Dirk Grevink van TURNN is verheugd met de samenwerking. "Beide partijen zijn ervan overtuigd dat de manier van reizen de komende jaren gaat veranderen, waarbij MaaS een echt alternatief wordt voor het reizen met de eigen auto. Wij als TURNN geloven hierin."

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