



CORPORATE MAGAZINE

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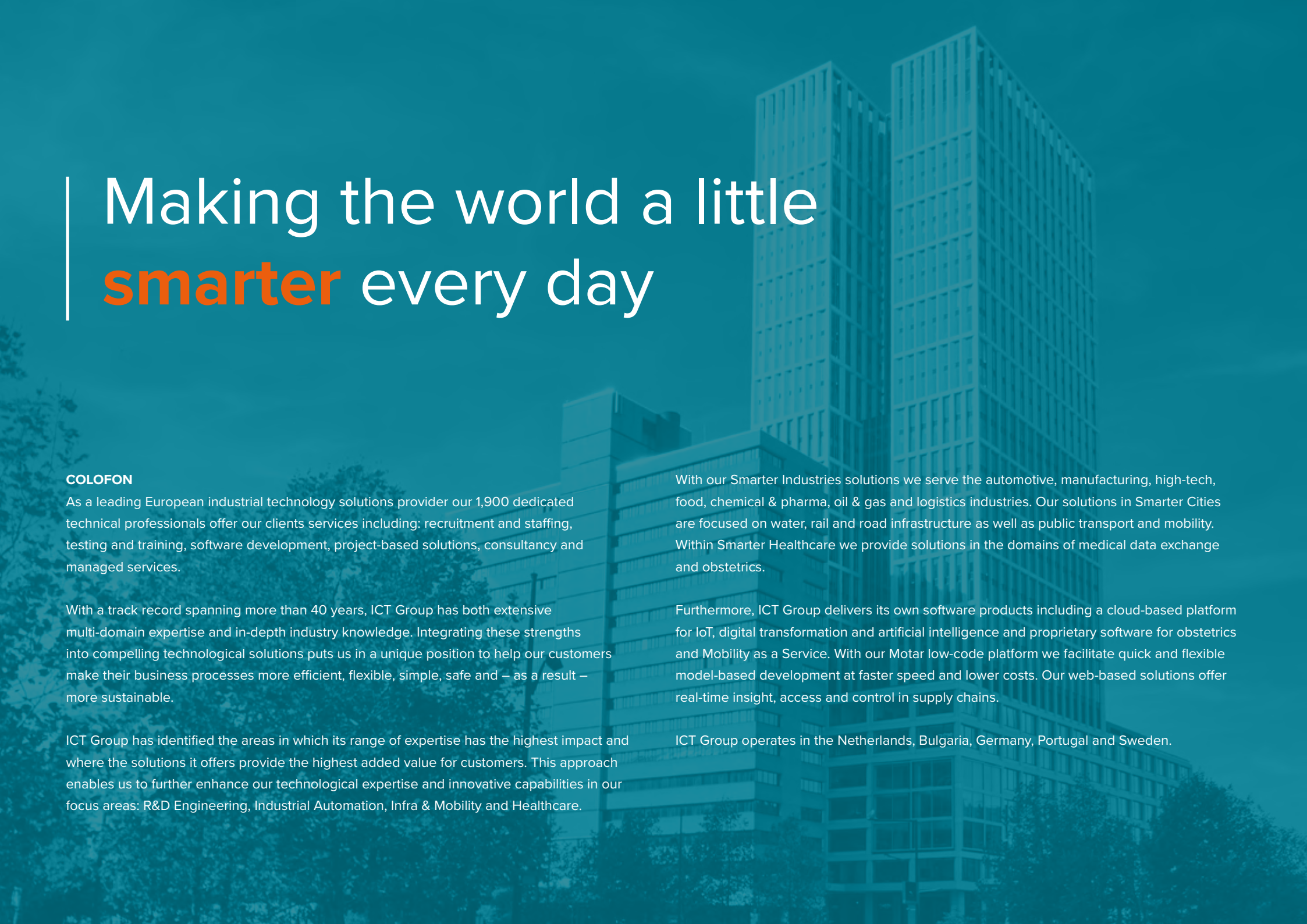
ICT Group Digital Transformer 2022

Maximum score
on every item **6**

Case PeelPioneers

Co-innovating for
a better world **12**





Making the world a little **smarter** every day

COLOFON

As a leading European industrial technology solutions provider our 1,900 dedicated technical professionals offer our clients services including: recruitment and staffing, testing and training, software development, project-based solutions, consultancy and managed services.

With a track record spanning more than 40 years, ICT Group has both extensive multi-domain expertise and in-depth industry knowledge. Integrating these strengths into compelling technological solutions puts us in a unique position to help our customers make their business processes more efficient, flexible, simple, safe and – as a result – more sustainable.

ICT Group has identified the areas in which its range of expertise has the highest impact and where the solutions it offers provide the highest added value for customers. This approach enables us to further enhance our technological expertise and innovative capabilities in our focus areas: R&D Engineering, Industrial Automation, Infra & Mobility and Healthcare.

With our Smarter Industries solutions we serve the automotive, manufacturing, high-tech, food, chemical & pharma, oil & gas and logistics industries. Our solutions in Smarter Cities are focused on water, rail and road infrastructure as well as public transport and mobility. Within Smarter Healthcare we provide solutions in the domains of medical data exchange and obstetrics.

Furthermore, ICT Group delivers its own software products including a cloud-based platform for IoT, digital transformation and artificial intelligence and proprietary software for obstetrics and Mobility as a Service. With our Motar low-code platform we facilitate quick and flexible model-based development at faster speed and lower costs. Our web-based solutions offer real-time insight, access and control in supply chains.

ICT Group operates in the Netherlands, Bulgaria, Germany, Portugal and Sweden.



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FOREWORD

“A wonderful company with
the potential to **grow** much further”

Karim Henkens, CEO ICT Group



“A warm bath, it sounds like a cliché, I know, but it really felt that way. I started as ICT Group’s new CEO on 1 September and immediately attended the three-day onboarding programme. In a group of 35 newcomers, I met 12 nationalities and yet we were all like-minded. I instantly felt welcome.”

“It gives me a fantastic feeling to lead this company with these committed and passionate people. First of all, I would like to thank Jos Blejje who, as CEO, has built a great company over the past ten years. I will proudly continue to build on this foundation, together with our 1,900 colleagues, in the Netherlands and abroad.”

“But first let me introduce myself. My name is Karim Henkens, I’m 57 and I live in Vleuten. Industrial automation has interested me since my studies at TU Eindhoven. I have been active in this sector for more than 30 years, with many years spent at Centric and the last three years at Cegeka.

When the position of CEO at ICT Group came my way, I didn’t have to think twice. I know ICT Group as a very innovative company, with committed, serious professionals who do what they promise. I embrace the culture that prevails here of constantly aiming to provide clients with the best, to continue to innovate and to deliver projects successfully.

The onboarding programme included a visit to the ECT terminals in the Port of Rotterdam. You are immediately impressed when you see the added value ICT Group offers to such clients. Our slogan *Making the world a little smarter every day* really expresses the essence of ICT Group. I know of few companies that offer so much hi-tech.”

“ICT Group has the ambition to achieve strong growth with a highly distinctive range of products and services for leading clients in often vital sectors and industries. Our main questions will always be how to deliver even more added value for clients and how to strengthen our role as employer of choice. In any case, our election as Digital Transformer of the Year provides an excellent foundation for further growth. IT and OT are increasingly intertwined and we have the expertise and experience to connect those worlds and make them cyber-secure. Our passion for innovation is always a key success factor. As the new face of ICT Group, I am looking forward to this wonderful new challenge!”

“EEN PRACHTIG BEDRIJF MET DE POTENTIE OM NOG FORS VERDER TE GROEIEN”

Karim Henkens is per 1 september de CEO van ICT Group. Hij startte met een driedaagse onboarding. “Het voelde gelijk als een warm bad. Onze cultuur om klanten continu het beste te willen leveren, om te blijven innoveren, om projecten succesvol op te leveren, geeft een enorme dynamiek aan ICT Group en mijn functie. Ik ken weinig bedrijven die zoveel hi-tech bieden. Als nieuwe CEO van ICT Group kijk ik er enorm naar uit hieraan leiding te geven. Op het fundament dat Jos Blejje als CEO heeft neergezet, gaan wij met onze 1900 professionals verder bouwen. «



INTERVIEW

ICT Group voted best Digital Transformer 2022

ICT Group was voted best Digital Transformer of the Netherlands, in the category Software, Development & Platforms / Enablers-Overall. In the DX300 assessment, carried out by business platform MT/Sprout, ICT Group obtained the maximum score of four stars on every item.

DX300 assesses the state of the digital transformation in the Netherlands based on two questions. What companies and organisations are at the forefront of the digital transformation, and what service providers make this possible? The assessment results in a list of the 'Leaders in digital transformation' and 'Enablers of digital transformation'

ICT Group is proud of its top rank in DX300. Roel de Backer, director of the Industrial Automation division: “We intend to keep breaking ground and strengthen our leading position in digital transformation for the industry. This is an important recognition of our strategy, also because the participants in this assessment are companies that are active in our own industry. They judged us on our cooperation with clients in digital transformation processes, our expertise in the area of the digital transformation, the quality of our service performance, and the extent to which those services contribute to better results. They gave us the maximum score of four stars on all four items.”

› Recognition of reputation

De Backer sees this award as proof for all the years of effort that ICT Group put into the many domains in which it operates. “ICT Group has been operating in the industrial automation for 45 years. We helped many companies to automate their processes. This gained us a deep understanding of our clients’ businesses, from work floor to the management levels. A unique advantage. Especially now that costs in the total chain are rising, partly due to high energy prices and resource scarcity, there is pressure on

factories to achieve maximum efficiency. So even smarter production is needed. ICT Group can enrich high-end and large-scale industrial plants and systems with innovative and proven data and IT solutions like no one else can. We have an excellent reputation when it comes to optimising primary critical processes and keeping them up and running. That is a reason why many companies maintain their partnership with us for so many years.”

› Making Industry 4.0 a success

De Backer: “This award is a huge motivation to continue down the same road. We want to maintain our competitive edge with technology that has a positive effect on the business and the world we are living in. The digital transformation offers a great potential to make the world a smarter place, while at the same time contributing to a more sustainable future. Making Industry 4.0 a success together, that is what we are aiming for.”



Do you want to know more? Contact:

Roel de Backer

Cluster Director Industry

✉ roel.de.backer@ict.nl

in [linkedin.com/in/roel-de-backer-9347337](https://www.linkedin.com/in/roel-de-backer-9347337)

ICT GROUP IS GEKOZEN TOT BESTE DIGITAL TRANSFORMER 2022

ICT Group is door zakelijke beslissers uitgeroepen tot beste Digital Transformer van Nederland in de categorie Software, Development & Platforms/Enablers-Overall. In het DX300-onderzoek van MT/Sprout haalde ICT Group op alle onderdelen de hoogste score. Roel de Backer, director divisie Industrial Automation, ziet deze

toekenning als bevestiging van de bedrijfsstrategie: “ICT Group helpt de industrie om zijn digitale transformatie succesvol vorm te geven. Het stimuleert ons om onze leidende positie in digitale transformatie voor de industrie verder te versterken en de wereld elke dag een beetje slimmer en duurzamer te maken. ‹‹



Cyber security in the industrial OT domain is a mindset

OT environments are becoming increasingly complex and as a consequence, the risks of a security breach are growing. Our Industrial Cyber Security Framework offers a complete programme for scanning, advice, monitoring and security. Our contribution to the Cybersecurity module of Avans' part-time bachelor programmes in Computer Science and Business IT & Management clearly shows that we are an authority in this field. As such, we offer our customers a safe digital transformation, now and in the future.

Hackers are constantly looking for new ways to penetrate OT environments, and OT environments themselves change regularly due to the integration of new systems. To guarantee the continuity of the often mission critical systems, we offer the Industrial Cyber Security Framework – a process-oriented approach for monitoring, analysis, reporting and advice in the field of cyber security.

› Focus on OT and IT

Because OT and IT are becoming increasingly intertwined, hackers often gain easy access to the OT environment via an IT environment. This is exactly why we focus on OT as well as IT. We combine our versatile OT domain knowledge and cyber security skills using an approach in which our IEC 62443 certification is leading.

› High level cyber security services

To serve our customers in a secure digital transformation, we offer various services for detection, prevention, response and adaptation.

Pen-testing is a one-off test in which our ethical hackers try to penetrate applications, networks and systems to gain access to valuable data and production systems. Pen-testing provides in-depth insight into the risks and options for increasing the security level.

Defender for IoT Scan takes the security measures a step further by performing a security scan of the OT environment and providing a very comprehensive report of all devices within the network, protocols used as well as the security implemented for each device.

The Defender for IoT Monitoring Service provides permanent monitoring of network traffic in combination with updates on the OT environment. This service is of crucial importance for cyber security and business continuity in the short and long term. The technology of Microsoft Defender for IoT has

already proven itself by delivering excellent results for OT security.

› Avans module Cybersecurity

Cyber security also receives full attention in education. ICT Group's Industrial Cyber Security unit contributes to the implementation of the part-time bachelor's programme of the Avans Computer Science and Business IT & Management study. Avans consciously chooses co-creation with ICT Group in order to be able to work together with cyber security professionals with adequate experience gained on the actual work floor.

› Highest priority

Cyber security deserves the highest priority within every industrial production environment. Yet many decision makers are hesitant. Security is primarily a mindset, a new way of thinking and acting. ICT Group helps industry in the domains of digital transformation and cyber security. Our cyber security experts are happy to tell you more about vulnerabilities, threats and possible security measures in IT and OT.

Do you want to know more? Contact:

Pascal Maus

Business Unit Manager Industrial Cyber Security

✉ pascal.maus@ict.nl

in [linkedin.com/in/pascal-maus-b6a1201](https://www.linkedin.com/in/pascal-maus-b6a1201)



CYBER SECURITY IN HET INDUSTRIËLE OT-DOMEIN IS EEN MINDSET

De beveiliging van industriële automatisering staat onder druk. IT- en OT-omgevingen raken steeds meer met elkaar verweven, wat de toegang voor hackers vereenvoudigt. ICT Group stelt daar het Industrial Cyber Security Framework tegenover dat snel en doelmatig voor meer cyber security zorgt. Met onze bijdrage aan de module Cybersecurity van Avans deeltijdopleidingen Informatica en Business IT & Management delen we onze expertise en versterken we de bewustwording over cyber security. Onze ambitie om voorop te lopen in de digitale transformatie en een succes te maken van Industrie 4.0 geven we hiermee een extra impuls. «



GO FOR IT

Go for IT campaign rallies many ICT colleagues

ICT Group considers vitality and connectedness important. And how do we achieve this? With the Go for IT campaign that stimulates participation in sporting events together with colleagues!

“The goodwill of companies like ICT Group is crucial for initiatives such as the Leontien House,”

LEONTIEN VAN MOORSEL – FOUR-TIME OLYMPIC CHAMPION

After the successful Amstel Gold Race last year, we kicked off this spring with the Vitality Day, the day on which our colleagues enjoyed lunch together with famous names from the cycling world, followed by a walking or cycling tour in the forest.

› Rotterdam colours pink

Last summer, the Erasmus Bridge was coloured pink with over a thousand cycling women wearing ICT Group shirts. We were the proud main sponsor of the Ladies Ride, an initiative of Leontien van Moorsel and Wendy van Dijk to get more women moving. And naturally our colleagues were also well represented here.

› Supporting the Leontienhuis

Working together for charity is also something that unites. We saw this at the end of September during the Charity Day for the Leontien House. Completely selflessly, dozens of ICT Group colleagues mounted their (racing) bikes or put on their walking shoes to raise money for the fight against eating disorders. Leontien van Moorsel, four-time Olympic champion who has recovered from an eating disorder, is very happy with this support.

And the year is not over yet. Because this autumn there will be another Vitality and Health workshop with former skater Hein Vergeer.

“With the Go for IT campaign we inspire and encourage each other to stay vital and in motion. Everyone in his or her own way.”

CARLA STUIFZAND – MARKETING DIRECTOR OF ICT GROUP



CHECK THE GO FOR IT PAGE ➔

GO FOR IT-CAMPAGNE BRENGT VEEL ICT'ERS OP DE BEEN

Samen bewegen in de buitenlucht is werken aan vitaliteit en verbondenheid: Dat is de kern van de activiteiten die we organiseren onder het motto Go for IT. Leontien van Moorsel is een van de pijlers van dit programma, omdat zij als geen ander weet hoe belangrijk het is om te bewegen. ⬅



CASE

PeelPioneers

Contributing to and co-innovating for a better world

Until recently, orange peels were regarded as waste and incinerated. This changed with the opening of PeelPioneers in 2016. Funded by a few investors, the three founders built a plant that soon turned out to be far too small. A new round of investments followed, and Europe's largest peel processing plant opened its doors in Den Bosch in 2021. Every day, it processes an olympic swimming pool's volume of orange peels into high-quality base material for the food industry. ICT Group took care of the automation of the plant.

➤ Partner for total plant automation

“The first plant was built by one partner, says one of the three founders, Sytze van Stempvoort. “Everything was in the hands of one party. That was ideal when we were a start-up, as we had little experience with building and running a plant at the time. However, now that we are in the scale-up phase, we are mainly focussing on the future. We want to engage partners who can help us to keep moving forward in the long run.” ICT Group is the partner for the total plant automation. “They really wanted to land us as a client. They also understand very well that a scale-up is different from a company that has been in business for years, and that this may require some more thinking along than the contract stipulates. That is exactly what they did during the construction of this plant.”

For instance, PeelPioneers thought lightly of the project management when building the plant. “Choices you make in one sub-project have consequences for the other. We underestimated how complex that was going to be. Sometimes, we could not move forward in one area because a decision still had to be made somewhere else. ICT Group proved itself very flexible in this respect. They understood why things were going the way they were, and shared their constructive ideas.”

➤ Assistance in writing the PDS

One of the sub-topics that required extra attention was the Process Design Specification (PDS). And although ICT Group’s software engineer did not know much about chemical processes, he did think along

about how to design a chemical plant process so that it can be automated. “His advice was invaluable”, says Van Stempvoort. “We have plans to build a second plant in Spain. When the time comes, we will definitely ask ICT Group to shed their light on the PDS in an earlier stage.”

Another issue is increasing the automation maturity. The plant is currently made up of two parts: an open part with a relatively low degree of automation, and a closed part with a higher degree of automation. Right now, the automation mainly consists of PLC/SCADA, but ICT Group foresees connections to MES and ERP in the future. Van Stempvoort: “It is good to know that we have a partner who knows how to make your orders roll automatically into the plant from ERP; who understands what dashboards are useful to control the production even better, and knows what is needed to fully digitalise the traceability in the entire chain. We will definitely tackle that sort of issues together in the future.”



Sytze van Stempvoort, Founder at PeelPioneers

Do you want to know more? Contact:

Mark van Lanen

Sales Director Industrial Automation Solutions, ICT Group

✉ mark.van.lanen@ict.eu

in linkedin.com/in/markvanlanen

READ THE CASE ONLINE ➤

ICT GROUP PARTNER TOTALE FABRIEKSAUTOMATISERING PEELPIONIERS

Scale-up PeelPioniers opende in 2021 de grootste schillenfabriek van Europa waar zij sinaasappelschillen verwerken tot hoogwaardige levensmiddelen grondstoffen. ICT Group verzorgde de totale automatisering van deze fabriek. “Ze snappen dat scale-ups anders functioneren. ICT Group toonde zich flexibel en dacht constructief mee. Hun adviezen waren van grote waarde. Bijvoorbeeld met Product Design Specifications, een hoger volwassenheidsniveau van de automatisering en koppelingen met MES en ERP. We zullen ICT Group zeker vroegtijdig betrekken bij de bouw van onze tweede fabriek in Spanje.” ‹‹



VIDEO

ICT Developer Day 2022: **Fit for Future**

The ninth issue of ICT Group's inspiring Developer Day took place in June this year. The location of the event was the sporty ambiance of Papendal, Arnhem, and the focus was on acceleration, innovation and change. Gaining knowledge together with colleagues, exchanging knowledge and sharing experiences once again provided plenty of new insights. Keynote speaker Tom Coronel took the attendees through the theme 'Fit for Future' and the internal speakers

stimulated the participants to think by sharing their own experiences. Innovative workshops provided insight into the latest technological feats and ICT Group's broad portfolio. The substantive programme was interspersed with refreshing drinks and snacks, sporting activities and a BBQ on the sunny terrace, all providing ample opportunity to get to know fellow professionals.

ICT Experience Day: get to know employer ICT Group

6 October, Eindhoven was the place to be for ambitious software and hardware professionals who wanted to get to know ICT Group as a potential employer. This was the second time that the ICT Experience Day took place in Eindhoven.

Demonstrations including OrganAsist, Hololens and Motar allowed participants to see a selection of the innovative solutions offered by ICT Group. ICT Group's innovation platform CoLab was also in the spotlights. The CoLab community's goal is to learn, inspire, and to bring innovative ideas to the market. The projects range from research to the development of proof of concepts. Naturally, of course, Young ICT took the opportunity to explain their activities and participants could obtain information about ICT Academy's development opportunities on a technical and personal level. During the dinner, there was an opportunity to get to know each other and to sample the informal atmosphere that is so characteristic of ICT Group.

WATCH THE AFTERMOVIE >





CASE

ICT Group supports Maastricht with professionalisation process

Maastricht is an internationally renowned radiotherapy centre that develops its own software. The Medical Device Regulation (MDR) sets high standards for both the software development process and the documentation. Gerrit Lindenschot, senior QA/RA consultant for ICT Group, supports Maastricht with the professionalisation of this process.

Erik Roelofs is a clinical physicist and PhD in Clinical Data Science. He has been working for Maastricht for 18 years and was recently promoted to Chief Medical Information Officer (CMIO). "It is my responsibility as a Medical Technology Coordinator to make sure that the medical software, privately developed by Maastricht, is built and documented in accordance with article 5.5 of the Medical Device Regulation 2017/745 EU, (hereinafter MDR). Our developers are experts in the area of medical data and image processing. However, they are not quite as experienced in documentation at this high level, so we outsourced that to ICT Group. Gerrit Lindenschot is very

*“The cooperation with ICT Group is very pleasant.
They completely place themselves in our position.”*

ERIK ROELOFS
CMIO for Maastru

experienced in this area and, since the summer of 2021, he has been providing us with his advice on the proper steps to take towards our own Quality Management System (QMS), in line with ISO-13485 for medical devices. We are working on a prototype together, for which we intend to make a transition to our own clinic. To achieve this, the procedures and templates have to be 100% correct.

› Filling in the gaps

Gerrit is a real senior QA/RA consultant. He trains us and leads the team through the current professionalisation process. He started with a benchmark, an audit, and then we filled in the gaps. Properly establishing the requirements goes a long way towards validating a product and eventually releasing it for clinical use. We are now focussed on establishing all procedures and providing the templates. I want to be confident that we organised everything perfectly.

Gerrit visits us at least once a month and we talk to each other weekly. That is how he keeps us alert. Details are crucial in this process. Gerrit knows the potential risks of data-driven products, but he also knows the design, the design principles, and the usability of the software. He thinks along and has a very pragmatic approach. This helps us to maintain a grip on the development of the software and the supporting documentation.

› Thinking along

Altogether, I find the cooperation with ICT Group very pleasant. The healthcare domain has no secrets for them. Gerrit is always thinking along, easily places himself in our position, and is able to estimate very accurately how much space we will need! That is exactly what we need in the phase we are currently going through as a relatively small organisation.”



Erik Roelofs, CMIO for Maastru

Do you want to know more? Contact:

Jorg Wissink

Sr. Business Consultant, ICT Netherlands

✉ jorg.wissink@ict.nl

in [linkedin.com/in/jorgwissink](https://www.linkedin.com/in/jorgwissink)

ICT GROUP ONDERSTEUNT MAASTRO MET PROFESSIONALISERINGSSLAG

Maastru is een (inter)nationaal gerenommeerd radiotherapiecentrum dat regelmatig software ontwikkelt. Om te kunnen voldoen aan de eisen van de Medical Device Regulation heeft Erik Roelofs, CMIO van Maastru, Gerrit Lindenschot, senior QA/

RA-consultant bij ICT Group, ingeschakeld. Gerrit traint en begeleidt het team bij de professionalisering van dit traject en adviseert over een eigen QMS. Erik beoordeelt de samenwerking als zeer prettig. “Gerrit kent de design principles en usability van software. Hij denkt goed mee en is pragmatisch in zijn aanpak.” ‹‹



CASE

Mission-critical warehouse software Victaulic modernised according to NextGen architecture

For years, Victaulic had been working with the same Warehouse Control Software for their distribution centre in Belgium. A security problem was the reason to perform a security update and modernise the entire user interface, application and database. An ICT Group logistics software team worked in close cooperation with Victaulic and successfully completed the migration within six months.

› The shop had to remain open

“ICT Group had been managing the application since 2015, so it was obvious that I talk to them about the necessary steps”, says Pascal Fiers. “Our IT department worked together with René Hassfeld, project manager at ICT Group, to determine the scope of the project. Addressing the security risks was done by modernising the entire application, as opposed to making the old application secure. Just addressing parts of the old application felt more like sticking plasters, but now we have a ‘next generation’ API Service and Application Server in C#.NET. An important condition was that ‘the shop’ would remain open during the process. We absolutely could not afford to shut down the distribution centre and the logistics processes, not even temporarily.”

› Staying ahead of problems

Pascal Fiers, operational director EMEA at Victaulic, has been working with the company since 1989 and has helped set up several sites. In 1999 he participated in the first industrial automation project and he was also directly involved in a very recent project: “The logistics software for our warehouse in Nazareth (Belgium) had been running as desired for years. But it was also clear that we had to keep up with the times and improve systems, for instance by raising the security of the servers to a higher level. This was a good moment to modernise the entire application. After all, You want to stay ahead of potential problems and this was an excellent opportunity to tackle everything all at once.”

› Two systems working side by side

“The fact that the documentation was outdated made it difficult to fully map the functionality. ICT Group solved this problem by using reverse engineering and its own simulator to follow the old software. Two systems ran side by side, the old and new screens of the user interface, which allowed us to see exactly what went right and what went wrong, and it showed us which adjustments were required for error-free operation. We also used the simulator of the crane supplier, and this helped us to completely verify all phases and scenarios of the logistics process, from inbound at the I-point to full pallet output and quality control, and as a result we could also improve the last aspects at a more detailed level.”

› Result

“The entire project was executed perfectly within the timeline, and everything went smoothly right from the start. We made excellent progress thanks to performing a lot of intermediary tests and reporting directly on this. In addition, I must say that we also had a lot of knowledge about the application and this greatly promoted the interaction between the teams. We could continuously communicate with each other on the same level. After the phased delivery in May of this year, we only had three or four minor updates. ICT Group is of course still monitoring and managing the application. The added value of ICT Group is mainly reflected in their approach and their domain knowledge of distribution centres and logistics. As a result, we have been able to modernise our logistics systems without substantial loss of time.”

› Future-proof

“It is certainly worth mentioning that their team found a lot of smaller bugs during the process which we ourselves had not noticed before. These were things that we rarely, if ever, had problems with in practice, but it does say a lot about how deeply their software developers have immersed themselves in our application and logistics. This gave us unexpected new insights for all kinds of extra optimisations. There’s no doubt that there will be additional changes within the supply chain in the future, but with what is running now, we can continue to optimise and further increase our productivity. The ICT Group team is a team to continue with. Their way of working has definitely led to the intended result: on time, without disruption to our logistics processes, and a modern solution that’s future-proof. That’s exactly what you want.”

“The ICT Group team is a team to continue with. Their way of working has definitely led to the intended result”

PASCAL FIERES

Operational director EMEA at Victaulic

Do you want to know more? Contact:

René Hassfeld

Senior Project Manager, ICT Netherlands

✉ rene.hassfeld@ict.nl

in [linkedin.com/in/rhassfeld/](https://www.linkedin.com/in/rhassfeld/)

WAREHOUSE SOFTWARE VICTAULIC GEMODERNISEERD

Victaulic werkte al jaren met dezelfde Warehouse Control Software voor het distributiecentrum in België. Een security-probleem was de aanleiding om een security update te doen en de complete user interface, applicatie en database te moderniseren. Een ICT Group logistics softwareteam heeft in nauwe samenwerking met Victaulic de migratie binnen 6 maanden succesvol voltooid. ‹‹



CORE VALUES

Inclusive working environment

ICT Group has been bringing people, technology, and ideas together for 45 years. It is very important for ICT Group to create a working environment in which colleagues can be themselves, keep up to date in their fields, and keep developing themselves, both personally and professionally. And always starting from their ambition and passion for technology.

We strive for an inclusive and diverse working environment in which colleagues can work together to create innovative solutions, help each other out, and share their knowledge, with enough space to develop and pitch their own ideas. We aim at durable relationships, giving each other space and respecting each other's wishes, ambitions, and interests. All of this with the ultimate goal of making the world a smarter place for all of us, day by day.

› Core values

We do all of this together. Only then ICT Group can make a difference. It is precisely this combination of thinkers and doers that makes a company grow and gives it a face and personality. As different as we may be sometimes, there is always something that connects us. Within ICT Group, we thought about what connects us as businesses, departments, and colleagues. Based on this, we established an umbrella of Core values, giving each part of ICT Group space for their own identity, culture, and individual values.

These Group values have been laid down in a practical leaflet. They form a good starting point. Now, it is up to us to protect and further develop them.

READ OUR LEAFLET ›

Within ICT Group we share three commonly held Group values:

- ▮ We are leading experts;
- ▮ It is our challenge to link people, technologies and ideas;
- ▮ We are passionately involved.

Ellen te Kloeze, HR Director

*As different as we may be sometimes,
there is always something
that connects us.*



ICT CORE VALUES

ICT Group verbindt al 45 jaar mensen, technologieën en ideeën met elkaar. Dat doen we inmiddels met bijna 2000 gepassioneerde mensen. In een inspirerende en innoverende werkomgeving waarin je jezelf mag zijn en kunt blijven ontwikkelen, vanuit je persoonlijke en professionele ambities. We zijn niet voor niets gekozen tot Digitale Transformer van 2022. Dat is een gezamenlijke prestatie van één hecht team denkers en doeners die elkaar helpen en laten groeien. Inclusie, duurzaamheid en verbinding staan hierbij centraal, om met elkaar de wereld elke dag een beetje slimmer te maken. ‹‹



CASE

Organon Oss switches to Life Cycle Management

Roel van de Camp, Site Lead Life Cycle Management at Organon, has been working with ICT Group on resilient security of the IT and OT production environments since 2020. Organon was hit by a cyber incident before it became an independent company. Roel talks about the intensive recovery programme and the modernisation that followed, as well as the indispensable partnership with ICT Group.

“The 2017 cyber attack opened our eyes. Modernisation is simply a must. No one can afford to have our production environment grind to a halt.”

ROEL VAN DE CAMP

Site Lead Life Cycle Management at Organon

Before it became an independent company a few years ago, Organon Oss was hit by a cyber incident. Since then, Organon has been working in partnership with ICT Group on an IT and OT environment that is resilient to external influences. Introducing Life Cycle Management has resulted in the implementation of security as a standard in every programme. Roel van de Camp, Site Lead Life Cycle Management at Organon, talks about the transformation that occurred. “The 2017 cyber attack opened our eyes. Modernisation is simply a must. Without it, there would be more and more malfunctions, and no one can afford to have our production environment grind to a halt.

› Cooperation with ICT Group

It was clear that we had to move in a new direction. We immediately started looking for a cooperating IT partner and soon found ICT Group. We started out by working closely together to make an inventory and develop a plan of action, which was then implemented by ICT Group. After completing this project, I took it over and incorporated it into a Life Cycle Management (LCM) programme. We mainly do upgrades and replacements, and these projects can last 0.5 to 1.5 years. To realise this, ICT Group

has a project team on site and, if required, they add specific expertise from within their organisation. This allows us to really benefit from their in-depth domain knowledge and the many experts they have. It is 100% clear to me that we would never have been able to take the steps we have taken over the past three years without the cooperation with ICT Group. As an organisation, we cannot do this alone.”



Roel van de Camp, Site Lead Life Cycle Management at Organon

Do you want to know more? Contact:

Mark van Lanen

Sales Director Industrial Automation Solutions, ICT Group

✉ mark.van.lanen@ict.eu

in [linkedin.com/in/markvanlanen](https://www.linkedin.com/in/markvanlanen)

ORGANON OSS STAPT OVER OP LIFE CYCLE MANAGEMENT

Organon werd, voordat zij verzelfstandigde als bedrijf, geraakt door een cyber incident. Sindsdien werkt Organon in partnership met ICT Group aan een resilient security. Life Cycle Management is inmiddels standaard geïmplementeerd. “Wij hadden dit als organisatie nooit alleen kunnen doen. De samenwerking met ICT Group is voor ons onmisbaar.” ‹‹

A man in an orange jumpsuit stands next to a yellow helicopter in a workshop. The helicopter's door is open, revealing blue seats inside. The man is smiling and has his hand on his hip. In the background, there are shelves with various tools and equipment.

INTERVIEW

Raster Working in unusual locations

Julian van Basten

As a specialist in industrial automation, ICT Group visits many unusual locations. Although a gas production platform at sea has long since ceased to be an exception for ICT Group subsidiary Raster. “After all, we have been active in this field of work for more than 20 years,” says managing director Martijn Kooij. “Our engineers are used to spending a few days offshore on a gas production platform about three times a year. When we hear the word ‘taxi’, we think of a helicopter rather than Uber.”

Whereas in the past Raster’s focus was on automating newly built gas production platforms, it is increasingly shifting to the digital transformation of existing platforms “Today’s production sites were all built at a time when you couldn’t remotely read industrial equipment. Today, of course, this is possible and it’s what you want. And that’s why current assignments often involve the modernisation of existing platforms,” Martijn explains. The actual implementation of the new customised process control always takes place during an established maintenance week. Martijn: “This means that we have a very limited time frame and have to test and plan everything well in advance, on shore in our workshop so that we implement it ‘first time right’. After all, you can’t just take the helicopter up and down if you have forgotten something.”

WANT TO KNOW MORE ABOUT WORKING AT RASTER? ➤



“You work at projects that really matter. And you get the helicopter flight for free. How cool is that.”

JULIAN VAN BASTEN

Manager Engineering at Raster

› Phase in energy transition

“The modernisation and expansion of existing production platforms at sea fits in with the Dutch energy transition policy: in due time, oil and gas will be phased out, but in the intervening phase we can’t do without them. In order to spare the Groningen gas field, the smaller fields further away in the North Sea need to be exploited to the maximum. This requires the necessary technical knowledge”, says Martijn. “When a new gas field starts producing, the gas often flows naturally. However, when the gas pressure starts to drop, you need to apply various process measures to the system and operation in order to achieve safe and efficient production. Our Integrated Control & Safety System (ICSS) takes care of this complete control.”

An ICSS has several tasks, including:

- The operation and fully automatic process controls;
- Functional safety, which ensures that process controls operate within the specified bandwidths;
- Rapid detection of fire or leakage so that immediate action can be taken by automatic extinguishing systems.

“Production platforms are high-risk systems”, Martijn explains. “Ensuring safety is extremely critical. The platforms are full of sensors that can detect risk factors such as gas fumes and mist. The combined systems

provide an accumulation of safety features ensuring that operators can never be surprised by an unsafe situation.”

› Working on a production platform

“Being active in such a challenging environment while at the same time realising complex systems from A to Z is what makes the work so attractive”, says lead software engineer Jennie Snijder. She has been working in industrial automation for many years. “I visit many environments where you cannot afford to make any concessions to safety, for example in chemical plants. You figure out how to control a system, design the software and eventually you get to install, test and deliver it yourself. It’s really cool to see that what you have thought up eventually works well in practice”. Julian van Basten, Manager Engineering adds “At Raster, you work on projects that really matter. Moreover, the software often remains in use for up to twenty years, and it’s not just some app that becomes redundant after six months. And you get that helicopter flight for free. How cool is that?”



Martijn Kooij, Managing Director at Raster

Do you want to know more? Contact:

Martijn Kooij

Managing Director

✉ martijn.kooij@raster.com

in linkedin.com/in/martijn-kooij

WERKEN OP BIJZONDERE LOCATIES

Raster is al 20 jaar specialist in productie- en procesautomatisering voor onder andere gasproductieplatformen. Functional safety en efficiency in procesbesturing staan hierbij centraal. De nadruk ligt tegenwoordig op digitale transformatie van bestaande platformen. Dat moet altijd ‘first time right’. Typisch het soort werk dat software-engineers voldoening geeft. De helikoptervluchten naar de platforms zijn het cadeautje dat je erbij krijgt! ‹‹

Four ICT Group employees with four personal stories.

About diversity in daily work, about data and industry 4.0, about the switch from social pedagogical worker to software engineer and how a great onboarding program created a group of friends.





Niels Noordijk (Business Consultant for Logistics) explains how ICT Group developed a data factory for a large logistics service provider: a data management and governance platform that enables businesses to take control themselves and develop dashboards and other tools they need in a data-driven business strategy.

“Industry 4.0 improves the position of the Netherlands as a distribution country”

READ MY BLOG >



Linda de Haan (Software Engineer) has been working for ICT Group since 2019. She was originally trained as a school social worker and started her career in healthcare. At first, I thought it would not be my thing, but after a few courses in html, javascript, Java, and .NET, I was hooked!

“I made quite a career switch indeed!”

READ MY BLOG >



Kayne Saridjo (Engineer) started at ICT Group in mid-March and had his two-day onboarding programme for new employees in early April. They had such a good time that a ‘new-employees group of friends’ was formed at the Eindhoven office.

“Our onboarding group has become a group of friends”

READ MY BLOG >



INTERVIEW

Bridge between IT and OT in infrastructure



Automation of assets is often only a limited part of the total scope for a ground, road and waterway construction consortium. However, the share is considerable in terms of complexity. ICT Group takes care of the complete range of automation activities. As a project partner, we are used to building a bridge between Information Technology and Operational Technology.

For many years, ICT Group's Water, Infra and Energy business unit has been working on the complete automation of critical infrastructure such as pumping stations, roads, bridges, tunnels and floodgates. Naturally, safety, reliability and availability are of prime importance and receive full attention.

› Turnkey projectpartner

"We know what this means for automation and computerisation and that is precisely where our strength lies. As a technical IT company in the Water, Infra and Energy sectors, we are used to combining both domains (IT and OT) and we make sure that they complement each other. Even before a technical installation is built, our professionals have the software ready", says Herman Kraaij. As business development manager Infra, he and his team facilitate and relieve the burden of contractors and building consortia. In doing so, we achieve greater efficiency and reduce risks.

› Collaborative effort

Because the development of IT and OT is becoming increasingly integrated, more and more projects involve a collaborative effort between client, stakeholders and contractors. "ICT Group's team

includes process and IT engineers with many years of experience in these sectors", says Herman. "They have a lot of experience in translating the aspects of safety, reliability and availability into concrete IT and OT applications."

› Accelerate Digital Transformation

Apart from the new assets to be built, the Netherlands is facing the huge task of renovating bridges, floodgates and tunnels from the last century. "This renovation effort will also create an increasing demand for making the assets smarter in order to anticipate situations and optimise management activities in a data-driven, and therefore qualitatively better, manner", Herman explains. "Our team has accumulated a lot of relevant expertise. We are constantly learning from the best practices in the various markets in which we operate. This accelerates the digital transformation, also in the domain of infrastructure."

ICT Group was recently voted best Digital Transformer of the Netherlands in the Software, Development & Platforms/Enablers-Overall category by entrepreneurial platform MT/Sprout. "A wonderful step that contributes to our ambition of strengthening

our leading position in digital transformation for the infrastructure domain", Herman concludes.

Do you want to know more? Contact:

Herman Kraaij

Business Development Manager Infra

✉ herman.kraaij@ict.nl

in linkedin.com/in/hermankraaij

READ THE CASE ONLINE >

BRUG TUSSEN IT EN OT IN DE INFRA

Vanuit de business unit Water, Infra en Energie houdt ICT Group zich sinds jaar en dag bezig met de complete automatisering van kritieke infrastructuur, zoals gemalen, wegen, bruggen, tunnels en sluizen. Veiligheid, betrouwbaarheid en beschikbaarheid staan daarbij centraal. ICT Group beschikt over proces- en IT-engineers met vele jaren ervaring in deze sectoren. Zij zijn in staat een brug te slaan tussen Information Technology en Operational Technology. <<



CASE

InTraffic and Strypes Group win joint ProRail contract for **Sandite system**

InTraffic and Strypes Group have jointly won the ProRail contract to develop new digital control features of the Sandite systems on twelve trains. In addition, the two companies will be responsible for maintaining and managing the software. This will be done using InTraffic's 24x7 management organisation, which is already being used in many other ProRail units.

› Preventing wheel slippage

Sandite is friction enhancer aiming to prevent trains from sliding when braking and slipping when accelerating in autumn due to slippery conditions caused by crushed leaves in the wheel-rail interface. So far, twelve trains have been equipped with systems that apply this gel to the rails. However, the Sandite controller systems are technically depreciated and have to be replaced before autumn 2023. Acrobel supplies the new hardware of the Sandite controller systems, while InTraffic and Strypes Group are designing and implementing the software control features of these systems.

› On-board and on-shore system

The new software-based control system will have a completely new architecture and consist of two parts. The software for controlling the mechanics on-board the trains will feature new technology that

will accurately determine the location of the trains. The software that is installed 'on-shore' in Utrecht will include functionality that will allow ProRail to plan and optimise the time and manner of applying of the Sandite gel on the Dutch rail network.

› Scalable in tight labour market

InTraffic and Strypes Group are subsidiaries of ICT Group and often work together in that capacity. InTraffic is specialised in mobility systems and designs and maintains much of ProRail's software. Strypes Group provides high-quality software development capacity in the field of embedded train systems as well as in the cloud-based rolling stock system.

› Ready for the future with new architecture

Dimitrina Chonkova, managing director at the Strypes subsidiary Up2: "We feel privileged to be allowed to help ProRail improve and automate a process that

helps keep train schedules on time despite difficult weather conditions." Jan-Willem Dijkstra, delivery manager at InTraffic: "We are renewing the entire architecture so that the system is ready for the future. Moreover, the new software includes intelligence that supports ProRail to further optimise the way in which Sandite gel is applied."

Do you want to know more? Contact:

Edwin Winterkamp

Key accountmanager, ProRail bij InTraffic

✉ edwin.winterkamp@intraffic.nl

in [linkedin.com/in/edwinwinterkamp](https://www.linkedin.com/in/edwinwinterkamp)



INTRAFIC EN STRYPES GROUP WINNEN GEZAMENLIJK PRORAIL-CONTRACT VOOR VERNIEUWING SANDITE-SYSTEEM

InTraffic en Strypes, twee dochters van ICT Group, winnen gezamenlijk het ProRail-contract voor vernieuwing van het Sandite-systeem. Sandite is een stroef makende gel die voorkomt dat treinen bij gladheid door bladeren doorslippen bij afremmen en optrekken. InTraffic en Strypes Group ontwerpen en implementeren volledig nieuwe architectuur voor de softwarematige aansturing van de mechanica aan boord van de treinen en intelligente software 'aan de wal'. «



ONBOARDING

New approach in introduction days creates solidarity

You never get a second chance to make a first impression. That's why ICT Group wants to introduce new employees to the company in a pleasant way. The goal: to enable people to experience that they are more than welcome and that they are part of a greater whole. Within a period of three days, they meet new colleagues, discover the broad scope of ICT Group and get to visit a client.

Due to the circumstances of the last two years, the programme for new employees had to be restricted to a digital introduction. This worked well, even despite all the limitations. However, we could not wait until we were able to organise physical meetings again. In the meantime we have worked hard on a new format with even more attention for our new colleagues.

› Diverse team

Jolijn van de Laar and Huub van der Linden successfully run this project together with management trainee Karmen Mosselaar and form a diverse team that is an excellent reflection of the group of people passing through the introduction programme. Jolijn explains: "Most of our new colleagues have a technical

background, but there are also people who will be working in consultancy, sales or project management. This is a group that consists of young people for whom this is their first or second job, but the group also includes experienced professionals. In addition, there are always some people in the group who come from abroad and still want to learn a lot about Dutch culture. We are certainly taking this into account by sharing fun facts about the Netherlands.

› Purpose of the programme

The main goal of the programme is that new employees feel at home, right from day one. We want them to feel safe so that they ask and learn things. And they need to realise they are part of a greater whole. “We believe it is helpful if employees get to know many colleagues from other business units right from the start. Whether they encounter a question in their project for which they can use expertise from another business unit, or perhaps they might want to do a different type of work one day, it is important that they know where to find each other. And, of course, this also invites them to get together after the introduction to do something fun.”

› Company, customer and culture

The introduction days are by no means an isolated event. Instead, they are the start of a six-month onboarding programme. Day 1 is all about getting to know ICT Group as a company. What do we do and what do we stand for? But the first day also pays

attention to practical matters: how do I declare travel expenses, who do I contact for information and who can I turn to if I have a problem? Afterwards, the participants are given a book to take home with them in which everything can be read again.

The morning of the second day starts with a visit to a customer. “It feels a bit like a school trip: the whole group travels together in the bus,” says Jolijn. “The customer visit is quite substantial. We select clients who are good at demonstrating what ICT Group excels in.” The afternoon programme is light-hearted: a lunch, a fun activity and to conclude the day, a drink in the pub.”

“The last day,” Karmen adds, “is all about culture: the entire group gets together for a brunch for which all participants bring something to eat from their own

culture and background. “Where one person gets Bossche bollen from the bakery, another spends half a day in the kitchen preparing a traditional meal according to his or her grandmother’s recipe. This immediately starts the conversation about where everyone comes from and how they grew up.”

› Powerful programme

We are proud of the fact that we have received high marks from participants since the start of this onboarding programme. The key points of the feedback clearly demonstrate the power of the programme: people develop a bond, feel part of a group, and continue to visit each other regularly afterwards. In this way, we establish connections between ICT Group’s various companies and create solidarity. And that, after all, is what it’s all about.

NIEUWE OPZET INTRODUCTIEDAGEN CREËERT SAAMHORIGHEID

Het introductieprogramma, dat de kick-off vormt voor een halfjaar durend onboardingprogramma, is vernieuwd. Het doel: nieuwe medewerkers laten voelen en ervaren dat ze deel uitmaken van een groter geheel. Vanuit de overtuiging dat ze daardoor later in hun werk sneller de expertise van een ander bedrijfsonderdeel zullen inschakelen. En dat, mochten ze ooit op zoek willen naar een nieuwe werkkuitdaging, ze die binnen ICT Group zullen vinden. Nieuwe medewerkers komen drie dagen lang fysiek bij elkaar en doen samen verschillende dingen om het bedrijf beter te leren kennen. De eerste dag staat in het teken van kennis opdoen over ICT Group: welke business units en dochterbedrijven hebben we? In welke markten zijn we actief? Dag twee draait om een klantbezoek, waar een leuke activiteit aan is gekoppeld. En de derde dag staat in het teken van cultuur. ‹‹



CASE

InTraffic, KPN and the Utrecht municipality
create **insight** into **mobility data**



Where are the bottlenecks when it comes to mobility in the city? What effect does the redesign of an intersection have on its usability? Do mitigating measures around roadworks work out as you thought? These and other questions prompted the municipality of Utrecht to set up the Mobility Data System in collaboration with InTraffic and KPN.

The Mobility Research Department of the municipality of Utrecht collects a huge amount of data. Traffic lights, detection loops, cameras, sensors: the city provides a wealth of information when it comes to traffic. “It’s not easy to make sense out of all that data”, says Martijn van Aartrijk, senior business consultant at InTraffic. “After all, that data originates from a variety of sources and has different formats. It’s a huge job to unlock the data centrally and structure it in such a way that you can use algorithms in order to gain insight.”

› Algorithms and dashboards for mobility issues

InTraffic and KPN have a lot of experience in this field and they complement each other perfectly. InTraffic specialises in answering mobility questions using data. KPN has developed a robust infrastructure for data sharing: the Data Services Hub (DSH). This is a platform that centrally unlocks real-time data from many different sources. Martijn: “In order to resolve mobility issues, InTraffic’s team has built a solution that makes use of KPN’s Data Services Hub: the Multimodal Analytics (M2A) platform. This is an environment that allows us to convert data from sources known to us into an integrated data model. On the other, it contains standard algorithms and dashboards for mobility questions. We are constantly expanding this environment to resolve more and more mobility issues with M2A”

› Design thinking

This scalable platform was used to create a customised solution for the municipality of Utrecht: the Mobility Data System (MDS). “What is unique about the cooperation with the Utrecht municipality is that they did not ask for a ready-made product, but were looking for partners to help them develop a smart mobility environment in the long term,” says Martijn. “We approach this through design thinking: there is no defined end goal, we just know that we want to travel the road together and learn as much as possible during that route.”

The mobility challenges in the city of Utrecht were even more complex than initially thought. Martijn: “The design thinking approach allowed us to channelise this

complexity.” The current version of the platform is only suitable for mobility issues, but in the future it can also be combined with other Smart City issues that have a link to tomorrow’s mobility, for instance energy supply to cater to an ever increasing number of electric cars.

Do you want to know more? Contact:

Martijn van Aartrijk

Sr. Business Consultant InTraffic

✉ martijn.van.aartrijk@intraffic.nl

in [linkedin.com/in/martijn-van-aartrijk](https://www.linkedin.com/in/martijn-van-aartrijk)

VIEW THE ANIMATION (IN DUTCH) ➤

INTRAFRIC, KPN AND THE UTRECHT MUNICIPALITY CREATE INSIGHT INTO MOBILITY DATA

Steden vergaren ontzettend veel mobiliteitsdata via verkeerslichten, detectielussen, camera’s, sensoren en andere apparatuur. In deze wereld is echter nauwelijks sprake van standaardisatie. Daarom is het nog niet zo eenvoudig om de data centraal te ontsluiten en zo te structureren dat je met algoritmes inzicht krijgt. De gemeente Utrecht heeft InTraffic en KPN gevraagd om gezamenlijk via een design thinking-aanpak een platform te ontwikkelen voor het beantwoorden van mobiliteitsvragen. In eerdere projecten hadden de beide bedrijven daar al een goede basis voor ontwikkeld, die specifiek voor de gemeente Utrecht zo is aangepast dat het om kan gaan met een diversiteit aan mobiliteitsvraagstukken. ⏪

