



‘The foundation is promising; now we are ready for expansion.’

Thanks to the Blueriq platform, VfPf transitioned from a registration system to a case management system.

Introduction

The VfPf (Vervangingsfonds Participatiefonds) organization focuses on the reintegration of primary school employees receiving unemployment benefits. In 2022, they launched an ambitious project to support their core process with a case management system, which required reconfiguring and integrating all ancillary systems under a new architecture. Blueriq was commissioned to deliver a Dynamic Case Management system to assist career advisors in their work processes, and the system was met with great enthusiasm.

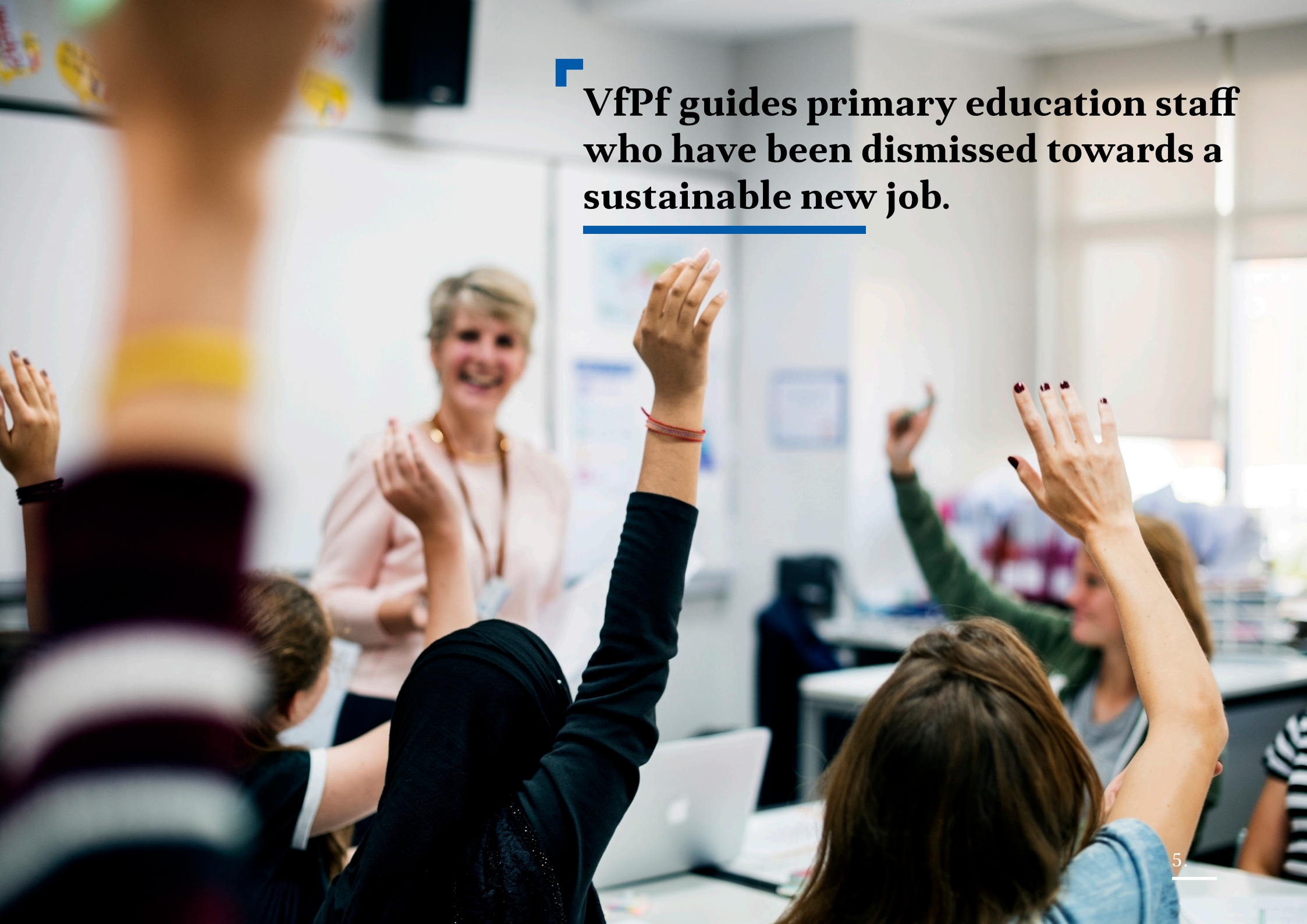
“**You can now see the status of a reintegration process at a glance.**”

Jacqueline de Jonge
Functional Coördinator, VfPf

VfPf is an independent administrative body with a statutory duty: to guide primary education staff who have been dismissed towards a sustainable new job. VfPf's clients are school boards that partially cover the costs of the reintegration process. However, VfPf's core process focuses on helping dismissed employees return to the workforce through a reintegration trajectory.

‘VfPf has undergone significant growth and professionalization in recent years,’ says Jacqueline de Jonge, Functional Coordinator of the IT Team. ‘We are now at the stage where we need to technically align with that progress. Previously, we used a registration system for the reintegration process, which allowed us to record data but did not provide process support. The system had been modified frequently over fifteen years, but eventually, we reached its limits. It no longer met our requirements. Before issuing a tender, we conducted market research which indicated that a Dynamic Case Management (DCM) system would be beneficial. Blueriq proved to be the best fit for this.’



A photograph of a classroom scene. In the center, a woman with short blonde hair, wearing a light pink cardigan and a gold necklace, is smiling and clapping her hands. Several students in the foreground and background have their hands raised in the air. The student in the immediate foreground is wearing a black long-sleeved shirt. Another student to the right is wearing a blue shirt. The background shows a typical classroom setting with whiteboards and posters.

**VfPf guides primary education staff
who have been dismissed towards a
sustainable new job.**

Data Quality



‘Case-oriented working was a major wish from the organization,’ adds colleague Berdine Bezemer, Project Leader Knowledge & Innovation at VtP. ‘The old system, Parflex, was an outdated administrative system. It contained all the information needed to assist with reintegration: personal data, information about the benefits, contact moments with the candidate, reports on the support process, etc. Parflex could not display this data in any particular order. Additionally, you had to be very familiar with the system to navigate it effectively. Another drawback was the freedom in the input fields in Parflex. You could enter “teacher” as well as “group teacher,” “gl,” “educator,” or “instructor.” Not to mention the typos that could occur. This negatively impacted data quality and made performing analyses nearly impossible.’

WORKSHOPS

The new application —Perspectief (Perspective)— was developed using the Blueriq Fit method. This begins with an exploration phase. ‘We always start with a series of exploratory workshops where we showcase the possibilities of Blueriq to our clients,’ says Hans van Rooij, Business Consultant at Blueriq. ‘We share our vision on personalized services and reveal the technology behind Blueriq. This helps clients become familiar with the flexible modules that allow a Blueriq application to be quickly adjusted to changing circumstances. We develop the application in collaboration with the client; the more insight the client has into Dynamic Case Management, the faster we can create a working application.’

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Hans van Rooij
Business Consultant, Blueriq

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APPROACH

This approach was well-received by VfPf. 'It was the first time we tackled an IT project in this way, but the benefits became immediately clear,' says Berdine Bezemer. 'The entire organization was involved in the design of the application. We explored the process: what do we want to include and what do we want to exclude? Then we gradually moved on to the technical aspects: what does the business want in the application? And the user? By involving everyone, a positive change mentality was fostered, and everyone adopted a collaborative mindset. This collaborative way of working remained a key success factor throughout the entire project. We held weekly meetings where all stakeholders came together to discuss the developments of the application. Employees from the IT supplier who built the front-end were also invited. It worked very well.'

Puzzle

The development and implementation of Perspectief was a challenging project for all parties involved. Hans van Rooij explains: 'VfPf developed an entirely new architecture where our Dynamic Case Management application is central but also independent of the front-end. This meant that at release, not only Blueriq's Perspectief went live, but also new versions of surrounding applications. For a relatively small organization like VfPf, this is a significant achievement.'





Learning Moment

For Blueriq, the main challenge was transferring data from Parflex to Perspectief. ‘Because the old system stored data in many different ways, we had to find numerous solutions to translate all that data for use in a Dynamic Case Management system. For our business engineer, it was a massive puzzle. To put it in perspective: a typical migration is a puzzle of 2,000 pieces, but this one was more like 10,000 pieces.’

And there were more hurdles in the development process. Jacqueline de Jonge points out that Blueriq initially deviated from the architecture

“**It’s a very user-friendly application. It’s modern, well-designed, and easy to read.”**

Berdine Bezemer
Projectlead Knowledge and Innovation, VfPf

requested by VfPf. ‘The technical implementation turned out to be different from what we had specified in the tender. At VfPf, we work with an enterprise architecture where the front-end, database, and CRM are decoupled. We wanted all data to reside solely in our database. However, this turned out to work somewhat differently in a Dynamic Case Management (DCM) system.’

‘That’s correct,’ confirms Hans de Rooij. ‘A DCM or case management system operates differently. It represents a fundamental shift from a records system, which the old application used. In a DCM dossier, data is also utilized for process management, leveraging the device’s “working memory” to handle various tasks.’ ‘Part of that information goes into the dossier, while the other part is used for process management and does not end up in the dossier.’





MINIMUM VIABLE PRODUCT

Further Development

After implementing the first version of Perspectief, we are now preparing for “Plateau 2,” the enhanced version. Hans: “The Blueriq method is designed to quickly achieve a Minimum Viable Product (MVP): an initial usable version that meets the basic requirements. This allows you to gather as much feedback as possible, which you can then use to improve the second version. The first version of Perspectief was such an MVP. One issue that emerged was that you couldn’t merge two reintegration processes within one file. We are currently addressing this. Thanks to Blueriq’s approach of modeling rather than programming, we can adapt and enhance the system quickly and easily without making drastic changes that could slow down development.”

Time Savings

“The foundation of Perspectief is promising,” says Berdine. “We are now ready for the expansion. This should result in real time savings in the work process. We also plan to integrate the candidate—i.e., the benefit recipient—into the dossier. Through a self-service portal, the candidate will soon be able to enter their own data.”

“For job applications or resuming work, candidates won’t need to call anymore, as they can enter the information directly into the system themselves. Forms no longer need to be uploaded; data can be entered directly into Perspectief. A task for the career advisor to review this information will be created immediately. This leads to a significant reduction in administrative burden,” explains Jacqueline. “Additionally, our clients, the school boards, will have access to the system. They can monitor the re-integration process from the sidelines. They will see only the current phase of the process without access to detailed information about the guidance or applications. Given that they partially fund the process, it’s only logical that they want to keep an eye on it.”

Chain Collaboration

“Ultimately, an ecosystem is created where all parties involved can easily collaborate,” concludes Hans. “This is a great example of chain collaboration, which is something we at Blueriq always strive for. It’s not about the system, the organization, or the client; it’s about the goal. Perspectief is focused on the quickest possible reintegration of a candidate into the workforce, and that’s exactly what the application achieves. In the end, everyone benefits from this.”



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