

# Federal Public Service of Finance, Belgium

N(i)<sup>2</sup> CUSTOMER SUCCESS STORY



Customer  
Federal Public Service of Finance, Belgium

Headquarters  
Brussels, Belgium

Industry  
Government, fiscal administration

- Infrastructure
- > 30 000 employees (600 IT)
  - > 500 sites (1 or more buildings)
  - > 3000 switches
  - > 500 routers
  - > 600 servers
  - > 2 major data centers

- Key products used
- > N(i)<sup>2</sup> CMDB System
  - > N(i)<sup>2</sup> Discovery Applications
  - > N(i)<sup>2</sup> Network Design
  - > N(i)<sup>2</sup> Connectivity Design

- Key Benefits
- > Clear visibility on dependencies between physical resources, applications and locations.
  - > Confidence in CMDB System data as a single source of truth.
  - > Multi-domain visualization, with intelligence on data interoperability.
  - > Integration with existing products and applications.

IT Domains  
Network Resource Management  
Data Center Management  
Connectivity Management

## THE PROBLEM

The Federal Public Service (formerly known as The Ministry) of Finance in Belgium used to keep track of its network by outsourcing parts of it to five different vendors. One vendor would send a spreadsheet on IP address changes and details of router switches, and another would inform them of data center CPU loads and storage capacity. Information updates were periodic, making network data unreliable in real time, and since it came from so many sources, consolidating and interpreting the data proved difficult.

## CHALLENGE

The FPS Finance is responsible for providing the people of Belgium with fiscal administration including tax services, market policies, administration of real estate, the public debt, the treasury and customs.

In a dynamic community of 30,000 users in 500 buildings, the FPS Finance cannot sit still with data uncertainty.

The Ministry needed a better way to track its network infrastructure, with a consolidated view of all network and data center assets. "We had to eliminate the paper trail, and get rid of parallel sources of information," said Luc Lornoy, Manager Network and IP Telephony for the Finance Ministry. His 20-strong network team needed a software solution that could take inventory information from multiple-domains including network connectivity, data center asset tracking and the ability to visually interconnect and gain a global view

of all network devices and their locations (including routers, switches, and servers) spread over 500 different physical sites across Belgium.

The FPS did not want a rip-and-replace solution. They wanted a solution that would work in tandem with existing systems and applications.

"We had already started streamlining procedures and processes working toward ITIL compliancy; it was time for tools to maintain data integrity, to work more efficiently, and eliminate dependency on third-party vendors." Lornoy said.

## SOLUTION

In 2006 the Belgian Ministry of Finance started to implement solutions that fit with their new strategy: KISS (Keep it Simple, Stupid). Driven by the mantra LESS IS MORE, Lornoy spearheaded a wave of change in the ministry to ensure data integrity and efficient workflows. The implementation of ITIL processes and the deployment of the N(i)<sup>2</sup> CMDB System have made it possible for the ministry to achieve its goals.

Today, using the N(i)<sup>2</sup> CMDB System, Design modules and Discovery modules, getting reliable info about their extensive network topology is much easier. "It's a great help to simplify the management of the entire network. We feel more confident in the data being accurate."

“The added value is that we can now follow procedures and work instructions with a consolidated source of information. The administration of change management is much quicker and more structured.”

“Everything is moving constantly... services are moving, entire buildings are relocating. A lot of changes continue to take place in the network. We need to ensure availability and enough capacity in every building. About two-thirds of the users use IP telephony. N(i)<sup>2</sup> simplifies management of our network.”

Going forward, the organization has extensive plans to make major physical changes to their infrastructure, namely scaling down from 500 buildings to somewhere in the 200 range. They are now confident they have the right tools to track everything and maximize uptime.

The N(i)<sup>2</sup> Discovery tools have also given the ministry the ability to automatically discover inventory and export it to HP Openview Service Desk.

“Instead of having to perform difficult queries, and do hard research to find out details, all the information is now single sourced and easy to get at.”

“We take care of the infrastructure that takes care of the public purse. We don't have anything to hide, and now the info is easily available.”

#### ABOUT N(i)<sup>2</sup>

N(i)<sup>2</sup> develops ITIL-based software for ICT infrastructure management, giving IT managers unprecedented visibility and control over infrastructure, service, and business layers of operation.

Uniquely positioned in the IT Management market, N(i)<sup>2</sup> adds value to existing IT Service Management solutions by identifying how services are connected to underlying physical and logical infrastructure components. The software identifies all resources and visually conveys what they are, where they are, and who depends on them.

N(i)<sup>2</sup> makes it easy to mitigate risk by offering advanced tools to assess and analyze how changes affect IT infrastructure, people and services. N(i)<sup>2</sup> software facilitates communication between IT domains and helps manage the end-to-end change lifecycle using ITIL-based processes for better quality of service.

Considered the forerunner in next-generation change, release and configuration management by analysts, N(i)<sup>2</sup> technology was developed under the assertion that IT organizations need total visibility and control over all their assets and dependencies in order to effectively manage their infrastructure.

For more information, visit:

[www.ni2.com](http://www.ni2.com).

#### ABOUT PUBLIC SERVICES FINANCE, BELGIUM

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