



### KEY SUCCESSES



HIGH ADOPTION  
AMONG END USERS



MUCH BETTER  
REAL-TIME INSIGHT



IMPROVED COLLABORATION  
BETWEEN MUNICIPALITIES

## Dutch Municipalities of Gemert-Bakel and Laarbeek Opt for 4me

### One complete service management platform for optimal service delivery

The Dutch Municipalities of Gemert-Bakel and Laarbeek are two municipalities in the province of Noord-Brabant in two different locations that now work together in the same 4me environment.

### Looking for a new system to further professionalize service management

Both municipalities had been working with TOPdesk for quite some time. When the TOPdesk environment had to be adapted and renewed, the IT team entered the market in compliance with the Public Procurement Act. Several parties, including TOPdesk and 4me, were asked to participate. In the case of 4me, SEQUAL Consultancy applied as the local partner for the implementation process, support, and training.

Joeri, project leader at the Municipality of Gemert-Bakel: "We were looking for a modern system that would help professionalize our service management, and that met all the requirements of the municipality"

The team was introduced to 4me through the Municipality of Deurne, which had already successfully implemented 4me. 4me partner SEQUAL Consultancy also provides local support for the Municipality of Deurne.



"We now have a single system that facilitates easy collaboration, not only between the two municipalities but also among overarching departments, such as the inter-municipal IT team. This saves a lot of time and frustration, and we see much happier users, both among the specialists and the end users."

**Wendy Borst**

Manager of Customer Contacts and Information Services at the Municipality of Gemert-Bakel

### Industry

- Government

### Location

- Netherlands

### Challenges

- The municipalities of Gemert-Bakel and Laarbeek were looking for a user-friendly and modern service management solution to collaborate more easily and efficiently in a service-oriented way.

### Solution

- ITSM/ESM

Wendy Borst, Manager of Customer Contacts and Information Services at the Municipality of Gemert-Bakel, explains:

*"4me, in combination with local partner SEQUAL Consultancy, met all the criteria and requirements, such as ease of use, competitive pricing, and pre-configured processes with the possibility to set them up ourselves; that freedom was important to us."*

The municipalities received an offer that also included post-implementation support, making it immediately clear what they could expect.

## Implementation and training

The two municipalities are now live with 4me since May 16, 2023. The on-site training and the workshops (incidents, problems, request management) for the IT department were provided by SEQUAL Consultancy.

In addition, training videos about 4me, which were tailor-made for the municipalities, explained to the platform users how the 4me environment works and how requests are submitted.

## Scope

- Request Management
- Incident Management
- Configuration & Asset Management
- Service Level Management
- Change Management

## Result: Easier and more efficient service-oriented collaboration

With 4me, employees find it much easier to locate the service desk, leading to a rapid increase in adoption among end users. There is now a clear way of working that everyone understands: service-oriented collaboration.

What helps is that most of the processes are already pre-configured in 4me. With TOPdesk, there were also some standard ITIL processes in the system, but with 4me, there is more freedom to configure and adjust the workflows yourself. It's all much easier than before.

The collaboration between the two municipalities is smoother because, with 4me, it is easy for the different organizational units to work together - while maintaining their own autonomy and with separate data. There is better insight for the administrators, which is also better for collaboration.

Employee feedback is generally excellent. Initially, it took some getting used to, but the municipality now sees mainly positive feedback. Gradually, the satisfaction rate has increased to 97%.

Wendy: "What works well is the way in which a user can register a ticket, give feedback, is able to work with a positive/negative thumbs up, and the possibility to reopen. This is much better than we had in the past and, in any case, significantly lowers the barrier for the user to submit tickets and incidents."

"The functional administrators have been provided with a valuable tool to give their tasks more structure and a solid foundation, which was lacking in the past."

*"We now have a single system that facilitates easy collaboration, not only between the two municipalities but also among overarching departments, such as the inter-municipal IT team. This saves a lot of time and frustration, and we see much happier users, both among the specialists and the end users."*

"We are actively working on setting up everything with a future-oriented approach, which also means improving some of the ITIL processes. The service management system plays a part, but it remains a tool. The people using it must act accordingly, which requires a change in behavior within the organization."

"We have much more control over the service processes, but there is always room for improvement. Thankfully, we benefit from better insight, which allows us to identify specific reasons why certain processes still encounter difficulties and tackle them effectively."

"Because of the transparency of the service processes in 4me, you can see exactly where things are stalling, which is nice because then you know what you need to work on."

The municipality is increasingly utilizing dashboards. They are primarily used to assess the quality of the submitted tickets and how they can be improved. Using the dashboards, the team can, for example, specifically inform the Service Desk on how to categorize tickets correctly.

Wendy: "We now focus primarily on quality, where quality pertains to both data and processes. With 4me, we have much more insight to enhance our processes."

The municipality is now working on further improvements; the service desk needs more specific information to work with; some refinement is still needed in that regard. Work is also ongoing on the knowledge articles.

Joeri: "The transition to and implementation of 4me by SEQUAL Consultancy is considered a success, in part because we made the switch with a relatively minor impact on the end users, which was great. We also made many improvements throughout the process, such as, for example, the CMDB, which is in much better shape with 4me."

*Wendy: "We have adopted a future-oriented approach. With 4me, we have established a solid foundation from which we can continue to grow and develop, and this wasn't the case prior to 4me."*

"Every 4me user in the organization now has access to submit notifications and requests in the areas of IT, Information Security, and Facility Management."

"We would definitely recommend 4me to other municipalities. The support from SEQUAL Consultancy is very good, and once you have it fully configured, the system works very smoothly and efficiently."



## The **Complete** Service Management Platform

4me® combines ITSM with ESM and SIAM capabilities, enabling all internal departments, such as IT, HR, and Facilities, as well as external managed service providers, to work seamlessly with each other. At the same time, 4me provides complete visibility and control of service cost and quality.



SEQUAL Consultancy stands for **S**ervice and **Q**UALity. Both elements are very important to our professionals and are reflected in the DNA of our company. Our strength is the personal approach, feeling for political relations, organizational sensitivity and performance. Above all, our passion is Service Management.

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