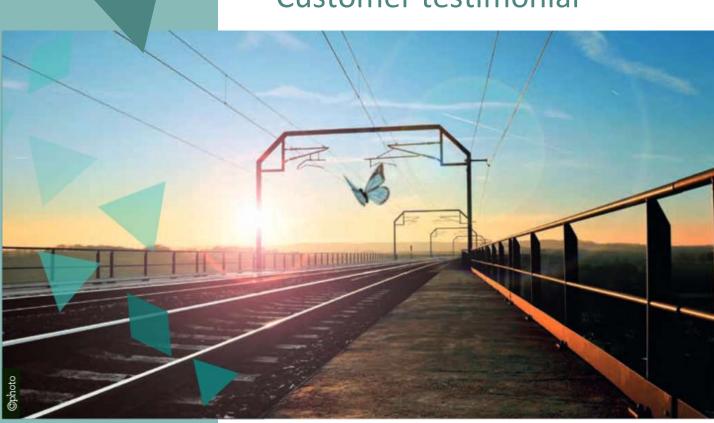# archimed®

# INFR/ABEL
## Customer testimonial



## The expectations of the project

- Centralize access to information and documents in a single point
- Have a documentary portal to communicate on the products provided and the services rendered and what is more "Integrated"
- Have a high-performance search engine
- Have scalable tools and always at the cutting edge of technology
- Process all types of documents
- A multilingual solution
- A solution that can be used "in mobility".

Interview with **Marie-Laurence Pottiez**, head of the **INFRABEL documentation centre**

### INFRABEL, the framework of the Infrabel project

Infrabel, manager of the infrastructure of the Belgian rail network, has more than 11,000 employees and 70 work offices throughout Belgium. Within the Communication Department, its Information and Monitoring Centre (IMC), which was looking for a new documentary software solution for its 7,000 users and 30,000 multimedia resources (photos, illustrations, office documents, videos, e-books, periodicals), opted for the Syracuse solution, looking back at the implementation of this project with the testimony of Marie-Laurence Pottiez, Head of the Documentation Centre.

# Document management: Infrabel
# takes the Syracuse train

Infrabel is a public company responsible for the management of the Belgian railway infrastructure. Its main mission is to ensure the maintenance, renewal and extension of Belgium's rail network. The structure employs nearly 11,000 people throughout the country. About ten years ago, a documentation centre, housed in the communication department, was created.

*"The first step was to gather and structure all the information produced by the communication department"*, says Marie-Laurence Pottiez, head of Infrabel's documentation centre. Initially. She and her team were in charge of managing the company's official documentation, but gradually, their field of action expanded. Not only do they take on the tasks usually assigned to a traditional documentation centre (subscription management, information search, purchase and lending of books, press review management...), but they are also entrusted with more specific tasks. "*For example, we monitor the media, develop reporting and alerts in terms of the company's reputation. And for the past few months, we have been in charge of Infrabel's Open data project*" explains Marie-Laurence Pottiez.

### A desire for centralization

Faced with such a multiplication of its activities, the head of the documentation centre felt the need in 2015 to equip herself with a tool that could centralize access to documents at a single point. Marie-Laurence Pottiez also wanted to have a space where she could communicate on all the products and services provided. "*Before, we had a database and a search tool. But what we really wanted was a documentary portal*" she insists.

### The choice of an evolutive solution

In 2015, the documentation centre chose to equip itself with Syracuse, a software solution designed by the company Archimed. Infrabel being a public company, it had previously put several companies into competition. While Marie-Laurence Pottiez and her colleagues did not have the opportunity to test different software upstream, they had clearly identified their needs. "*The priority was to choose a solution that had a high-performance search engine*" she explains. And, the second important criterion was that the tool should be able to evolve and follow technological developments. "*We didn't want a technology that was frozen in time. The objective of our IT department was to no longer make custom developments, but to have a standard solution. This was important in terms of technological maintenance management*". Finally, the last determining factor is the tool's ability to support all document formats. "*The real specificity of our project is that we produce and manage documents of a very varied nature: videos, photos, PDF documents or PowerPoint*"

### Multilingualism

Choosing Syracuse was a challenge, emphasizes Marie-Laurence Pottiez. "*The fear we had about the solution proposed by Archimed was the issue of multilingualism. We are Belgian and a federal company like ours must work in a complete French/New Zealand bilingualism*" she recalls. When Infrabel purchased the solution, the multilingualism coding was not yet complete. It was done gradually over the course of the year and a half that the software was deployed. Currently, all portal and back office fields are translated into both languages.

ExecutiveDays

Benjamin Brolet / Infrabel

### Migration and training

Between the end of 2015 and 2017, the documentation centre and Archimed teams worked in good intelligence to migrate the data, complete the coding of the software, perform all the rigour tests and train the staff likely to be able to manipulate the solution. A process whose length is explained by the need to migrate all documents and then create, one by one, all the pages of the documentary portal in two languages...

### A more targeted communication

Now, the documentation centre is able to create content pages linked to the main themes highlighted by the company, which will then be pushed towards a target audience. "*We can put newsletters sent via links to a specific audience in the tool. This allows us not to overload mailboxes with heavy documents*" explains Marie-Laurence Pottiez.

### An optimal distribution of information

The documentation center also uses Syracuse to distribute information via the company's social network. Intranet users can consult documents

thanks to the inlay of a player or a reading insert. "*The advantage is that it is totally transparent to the user. What we wanted above all was an integrated portal that was easy to use*"...

### A solution adapted to mobility

Another strength of the software edited by Archimed: the ability to consult data and documents outside the company's network. "*Our solution is completely adapted to mobile reading. The company is evolving, mobility is becoming more and more necessary, and Syracuse allows us to stick to this transformation of work*" points out Marie-Laurence Pottiez.

### New perspectives

And when it comes to discussing the prospects for the tool's evolution, Marie-Laurence Pottiez comes to life. She and her team are committed to launching a new project next year: to offer Infrabel engineers and technicians the search and consultation of e-books via Syracuse. This would involve working in collaboration with an e-book provider, and Infrabel's management seems to be in agreement. "*Not only would we push hyper-specialized information to all our technicians and engineers - something we are not doing at the moment - but in addition, this information would only be digital. We would no longer have to preserve all the paper collections*" she points out.