



# N(i)<sup>2</sup> Customer Success



## Customer

Federal Public Service Finance,  
Belgium  
[www.minfin.fgov.be](http://www.minfin.fgov.be)

## Industry

Government

## About the Organization

The Belgian Federal Public Service of Finance provides the people of Belgium with fiscal administration including tax services, market policies, administration of real estate and the public debt, the treasury and customs.

## Infrastructure

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

## IT Domains

Network Resource Management  
Data Center Management

## Solution

N(i)<sup>2</sup> Network Resource  
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.

Key Benefits of N(i)<sup>2</sup>:

Gained clear visibility on dependencies between physical resources, applications and location;

Found confidence in CMDB System data as a single source of truth leading to more efficient implementation of ITIL-based processes when implementing change;

Benefited from multiple-domain visualization, including conceptual intelligence of data interoperability;

Quickly integrated with existing products and applications.

## SOLUTION

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."

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

N(i)<sup>2</sup> is an innovative and leading technology company that develops and markets cross-domain service management software to proactively manage the service and infrastructure lifecycles for IT, Networks, Facilities and Cloud domains from a single platform. N(i)<sup>2</sup>'s unique software provides service providers and large enterprises comprehensive visibility and control over complex infrastructure resources in their data centers. N(i)<sup>2</sup> enables them to rapidly provision and effectively deliver services by being Cloud-Ready, Services-Ready and Business-Ready. For more information, please visit: [www.ni2.com](http://www.ni2.com).