

To whom it may concern

L.S.,

The joining of the ICT departments was part of the merger between Unirobe and Meeùs. This entailed the merging of locations, personnel, applications and work processes. For the new ICT department the work processes needed to be professionally designed and implemented.

Boer & Croon was asked for the designing of the work processes, the setup of the governance and the creation of the implementation plan. The plan was built around market standards like CMM, COBIT, ITIL and the Code for Information Security.

UMG has clearly benefitted from the vision of Boer & Croon in scoping the entire value chain and not to see ICT as a standalone organization. This is reflected in the integrated way in which Boer & Croon designed the work processes for UMG ICT. The consultants of Boer & Croon managed to build the bridge between the various elements of the value chain. They optimized the processes and services of the various organizational units looking at the bigger picture.

Gerard was added as project leader to the project team at a later stage. After his arrival the project was directed in a better way, there was more focus and more speed. Gerard is very knowledgeable and thus was of great added value for this project. Therefore, I want to recommend him to other organizations facing similar challenges.

Yours faithfully,

Gertjan Beijer
Director UMG ICT BV