



FISCONETplus

Fisconetplus, a multi-lingual knowledge portal in the cloud

Fisconetplus is the fiscal and legal knowledge base of SPF Finances, the federal civil service department that administers the financial aspects of the Belgian government.

"As both a portal and a document database, the primary purpose of Fisconetplus is to support the work of agents in the Finance Department, approximately 21,000 civil servants, by providing them with all of the documentation they need. This involves around 180,000 documents, mostly in French and Dutch. Some content is also available in German and English," explains Luc Joosten, Adviser – Head of Department and Artificial Intelligence Project Manager, SPF Finances. These elements come from the legislation, the technical departments of the Government, and also external legal or documentary sources.

By extension, some of this information is offered in the form of e-services to a set of external audiences, such as notaries, lawyers, and financial specialists such as tax advisers and accountants who require access to fiscal and legal documents. This includes more than 30,000 citizens.

Fisconetplus's mission

Fisconet*plus* is one of the departments of SPF Finances' General Administration for Strategic Expertise and Support. On average, the portal receives more than 200,000 visits per month. SPF Finances is keenly aware of the importance of protecting personal data. That is why it only asks for the data that is strictly necessary to offer a qualitative service. It also makes the necessary arrangements to guarantee the protection of personal data.

For civil servants and for targeted audiences, Fisconet*plus* can now deliver legible, reliable information that is right up to date.



LUC JOOSTEN, ADVISER – HEAD OF DEPARTMENT
AND ARTIFICIAL INTELLIGENCE PROJECT MANAGER,
SPF FINANCES

The e-service is mainly characterized by:

- a more user-friendly interface
- more intuitive navigation, much easier and higher-performance viewing and search features thanks to filters, links, and simultaneous display of the different versions of a document, etc.
- a personalised workspace where the user can store favourite publications to open them directly, create automatic alerts to stay informed of anything new or any modification applied to a document, in a specific area of taxation or according to search criteria personalised by the user
- access to all of the informative documentation produced by SPF Finances.

The Fisconetplus project

The aim of the project, which took place between June 2016 and February 2018, was to create the editing tool itself, to migrate existing documents, and update the document base.

Fisconet*plus* is based on Microsoft SharePoint, a cloud-based service that allows companies and organisations to share and manage content, knowledge, and applications to encourage teamwork, find information quickly, and work together transparently.

Overall, for the department in charge of Fisconetplus, which includes around thirty civil servants, the aim was to facilitate the pre-press process by making it more accessible, more efficient, and safer via the SharePoint portal. Above and beyond the addition of personalised services, the project required the document creation, approval, and editing processes to be revised.

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Luc Joosten, SPF Finances.

“Fisconetplus is a living system that is constantly being enriched, even if only through case law,” says Luc Joosten. “It was not a case of starting with a blank sheet of paper and creating an entirely new system, but updating an existing system based on a technology that has been tested in the cloud.”

The IRIS experience

The project was conducted by IRIS Professional Solutions in the context of the invitation to tender for the renewal of the Fisconetplus platform with an integrated solution.

IRIS Professional Solutions’ experience in the SharePoint environment weighed heavily in its favour. In addition to technology transfer, this involved unprecedented data porting. In short: migrate and improve, but without losing anything we already had. All of the knowledge is now gathered into a single system.

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From its position at the cutting edge of innovation, IRIS Professional Solutions was able to commit itself to obtaining guaranteed results, with regard to both the quality of the services provided and meeting the deadlines defined prior to the project. The various stages of migration, configuration, and deployment were conducted in accordance with a standardised process.

Finally, experience played its part. IRIS, through its various subsidiaries, and SPF Finances are old acquaintances. IRIS Professional Solutions is a long-standing partner. Amongst other large-scale projects, IRIS Professional Solutions implemented the automatic processing of VAT declarations and private individuals’ tax returns with its recognition software and its document management solution.

Contact us if you want to receive more information about our services.

IRIS PROFESSIONAL SOLUTIONS

Rue du Bosquet, 10
1348 Louvain-la-Neuve
Belgium
Marketing.PS@irisporate.com

www.irisprosolutions.com