



Customer Case Ores digital Transformation

Aprico Consultants N.V./S.A.
Leuvensesteenweg, 325
B-1932 Zaventem - Belgium

Tel : +32 2.712.05.92
www.aprico-consult.com



Benoît Medaets, CIO
ORES

« Aprico's Consultants provide creativity and agility »

As the Opérateur des Réseaux d'Énergies (ORES) deploys an EAI integration tool as part of its ambitious digital transformation initiative, its IT department relies extensively on Aprico Consultants teams – for both development and technical support professionals. The teams deliver significant value to the ORES organization's lines of business.

As early as 2010, ORES had decided to implement an EAI solution to support the exchange of data across multiple heterogeneous applications, as part of a global enterprise architecture. At the time, the Company opted for Microsoft's BizTalk. "We didn't have the internal resources for implementing and managing this type of architecture in those days", says the ORES CIO, Benoît Medaets. But in 2017, the company initiated a large transformation project that aimed to modernize up to eighty percent of its legacy applications. This program required assistance from external partners.



The Challenge

To acquire specific IT expertise and skills, ORES solicited several RFP bids – in compliance with inter-community jurisdiction regulations. Once the participants' financial stability and technical competencies were validated by the Purchasing and IT departments, they faced a rigorous qualitative evaluation process and were awarded contracts for individual lots. Price was also a major selection criterion. "We created an evaluation matrix for a very rigorous and transparent selection process", says Benoît Medaets.

Aprico Consultants was awarded several individual lots in the program for helping ORES develop and maintain its EAI platform and applications, and manage its technical infrastructure.

ORES



OPÉRATEUR DES RÉSEAUX GAZ & ÉLECTRICITÉ



The Solution

“We achieved business value very quickly. First, the project stabilized, and then improved our data flows. The result is that we now have a very robust platform that constantly evolves”, claims the ORES CIO. We’re very satisfied with our EAI solution – considering that this project is also complex and quite technical, and can sometimes be difficult to grasp by end-users”, notes Benoît Medaets.

Aprico’s consultants also work on a wide variety of IT projects. In particular, ORES has launched an ambitious internal transformation project that calls for a broad array of technical skills, including analysis, development, architecture, and infrastructure support.





The Benefits

According to ORES, Aprico Consultants “enabled us to deliver value and quality more quickly through the use of a stable and evolutionary platform. May I add that we continuously invest in the deployment of new data flows using the Aprico teams’ skills and agile development expertise”, mentions Benoît Medaets.

“The Aprico teams work on seventy to eighty percent of ORES’ ongoing projects – whether in analysis, design, development, maintenance or technical support at infrastructure and application levels.” The ORES CIO is pleased with the teams’ self-reliance, their ability to fit easily in the organization’s IT department and business units, and with the group dynamics that Aprico Consultants brings to the assignments. “This partnership has enabled our employees to gain maturity through knowledge transfers. We have developed a relationship based on trust, and all our teams stand together on an equal footing.”

“As part of our growth strategy, we continue to invest massively in improving our IT platforms to raise the quality of the services that we provide to our customers. The contribution of Aprico’s consultants in helping us meet these challenges is important”, concludes Benoît Medaets.



About ORES

The Opérateur de Réseaux d'Énergies (ORES) is responsible for day-to-day operation of the power and gas distribution networks of seventy-five percent of Wallonia's townships – or currently 198 out of a total of 262 townships.

ORES manages the networks of the almost entire provinces of Hainaut, Walloon Brabant, Namur, the whole province of Luxembourg and half the province of Liège. Since February 2009, the company has managed day-to-day operations for more than 49,000 km of utility grids and 9,000 km of natural gas distribution networks. ORES has near 2,300 employees, and invests each year an average € 250 million in its distribution networks. The Company generates consolidated annual revenues of nearly € 1,087 million.



About Aprico

Aprico Consultants is a consulting company that specializes in IT systems architecture and transformation. By purposefully accelerating digital process transformation, the Company provides its customers with flexibility, performance and competitiveness to reinforce their positions in their respective markets. Aprico Consultants collaborates with its customers, translating their corporate strategy, objectives and requirements into pragmatic transformation programs that deliver added business value and return on investment.



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