



Customer case Fednot

Fednot expands digital services for notaries with the Izimi digital vault

With the development of the Izimi digital vault, Fednot provides a new platform where sensitive data and documents can be easily and securely stored and exchanged by notaries, citizens and partners. This strategic project is part of the digital journey in which notaries embrace digitalization in order to continually improve their services. Before Izimi was developed, notaries were looking for speed, expertise and a strong partnership, which they found at Inetum-Realdolmen.

Solidly anchored in the field

The Royal Federation of Belgian Notaries (Fednot) is committed to protecting the interests of notaries and supports notarial firms in their day-to-day operations. This includes legal advice on difficult cases, supportive IT solutions, training courses and informing the general public. The management committee of the federation can count on a highly involved Board of Directors consisting of notaries. This provides the essential understanding of the profession. This does not mean that the notary managers will lapse into navel-gazing; instead they are deliberately keeping their gaze wide and focused on the ever-changing world.

"We want to be a step ahead of the potential negative impact of disruption and therefore proactively look for opportunities. Innovation is embedded in our culture, we monitor the key trends in the technological landscape and dare to experiment. In this way, we respond quickly and help the notary profession move towards a digital future," says Gerdy De Clercq, CIO of Fednot. "We have four major ambitions: improving productivity and quality of service, improving the customer experience, offering new services, and developing new business models. To be able to work in a concrete and well thought-out way, we have mapped out a digital journey. Today we have reached the end of the third phase. We have already created a central portal with more than 50 applications for notaries, a secure private network with video conferencing between more than 1,000 branches, and the Biddit online sales platform. The current phase focuses on the development of a platform for holding and exchanging important documents, better known as Izimi."

Everything starts with the customer

"For several years now, we have been thinking more and more about added value for citizens," says Jan Sap, Director-General of Fednot. "Virtually everything starts from the same perspective: What can notaries do even more for citizens? A digital solution must above all be safe and neutral for us, but it must also ensure authenticity. All parties must have complete confidence in our solutions so that they can make full use of them with peace of mind," adds Jan Sap.

The existing need of citizens to store personal documents securely and to share personal information only with the persons of their choice, together with the regulation that notaries must store everything digitally, led to the idea of a digital vault. "This sort of centralized digital place would benefit the efficiency of all parties. For example, this way we give citizens full control over their data. Only they have access to their Izimi vault, and only they



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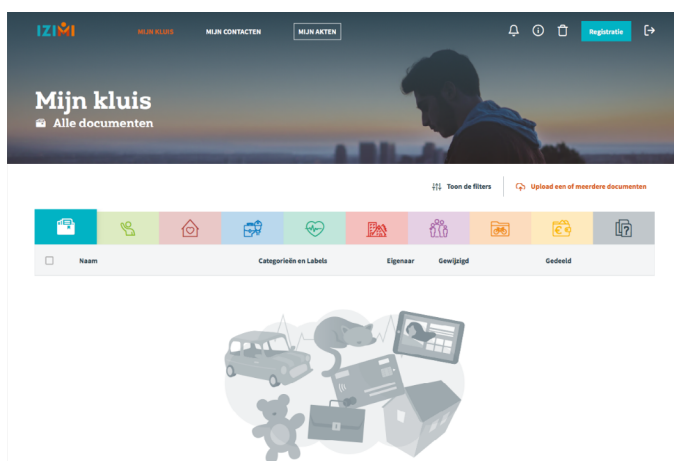
decide with whom to share the information. In addition, in the longer term we want external parties to be able to join in, based on an ecosystem perspective. With all these specific requirements, we looked at what was available on the market and found the right partner in Inetum-Realdolmen," says Gerdy De Clercq.

Co-creation in times of Covid

"Inetum-Realdolmen was able to offer us the speed and expertise that we didn't have in-house. We can count on them; they are open minded, have new ideas, actively engage in discussions, and listen carefully to our wishes and expectations. As a result, we have always had an open and honest dialog, even during challenging times. This enabled us to further develop the initial idea into concrete features in a very fast and agile manner. Especially considering that the Covid crisis broke out just after the kick-off of this project. Teams and people who didn't know each other suddenly had to work closely, but remotely. After two sprints, they were already at cruising speed together. I will certainly remember the way people worked together during this project," says Gerdy De Clercq.

In control of your own data

The result of this close collaboration is the finished Izimi platform. This platform contributes to the realization of Fednot's four previously mentioned ambitions. "Notaries now have an extra tool to deepen their relationship with their customers. Less hassle with paperwork means that notaries can spend more time advising their clients. With this product we also put the notary profession in the spotlight in a positive sense. The (private and professional) end users of the platform hold the key to their digital vault, so they are in control of their sensitive information. We can also set up new forms of cooperation with third parties on the basis of the core values of the data vault. This will facilitate and deepen structural cooperation with partners," says Jan Sap.



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JAN SAP,
DIRECTEUR-GENERAAL FEDNOT

More utilization volume, building ecosystems and a Positive Digital Flow as key drivers for the future

From now on, every citizen can use this safe document vault free of charge. This does not mean that development is standing still. Notaries are still providing input on new applications or improvements every day. We are working on three major topics in 2021. First and foremost, we want to create more volume of use. Secondly, we are literally putting the platform in the customers' hands by developing the mobile app. Finally, we are conducting a lot of discussions with partners to build ecosystems from this basis. We want to connect networks and create new relationships between professional groups," says Gerdy De Clercq.

"The right balance between support and innovation is a challenge for many organizations. We should also not get too far ahead of the notaries. They work on cases on a daily basis, and that has to run smoothly so that there is room to deal with what's on the horizon. The "what's in it for me" of the platform needs to be communicated even more. We consciously respect what we already have and do today, because today and tomorrow are equally valuable. The Positive Digital Flow vision of Inetum-Realdolmen is an important mirror that helps us keep an eye on this balance," adds Jan Sap.

To support Fednot in maintaining the right balance, we are organizing regular dialog sessions between our own management team and that of Fednot. This is a valuable exchange to keep challenging each other, fully in line with our ambition to fulfill our role as trusted technology expert and preferred business partner par excellence, in order to bring them into their own Digital Flow and keep them there.

WANT TO FIND OUT MORE?

Discover Izimi: www.izimi.be

About Fednot: www.fednot.be

About Inetum-Realdolmen: www.realdolmen.com