



## Zorg-Saam: Secure online collaboration with the right Microsoft solutions



- Enables seamless collaboration between sites
- Helps to protect sensitive healthcare data
- Provides expert guidance on IT policies

### COMPANY & CHALLENGE

With 2,400 beds at 16 care homes in East Flanders, Flemish Brabant, and Antwerp, Zorg-Saam ZKJ is a leading provider of elderly care. Almost 2,000 employees, along with 600 volunteers, provide modern, high-quality care to residents. Innovation is part of the organisation's DNA, including in the ICT department. To support various strategic projects and deploy the right applications, Zorg-Saam ZKJ relies on Microsoft tools and expertise from Orbid, a Ricoh company.

Filip Vandaele, ICT Manager at Zorg-Saam ZKJ explains: "Elderly care is a rapidly evolving sector in all respects. Just look at new housing trends such as garden flats or assisted living flats, where a family member lives adjacent to the resident's room. We always want to keep up with developments so that our residents feel comfortable. We also want to be at the forefront of technology changes. ICT is an important tool for us to optimise our operations. We want all of our locations to work in the same way and to be able to collaborate smoothly and seamlessly. In addition, we are often asked to participate in pilot groups for new projects focused on new healthcare technologies such as a project to transfer documents securely to hospitals."



## SOLUTION

### Defining IT policies

“We believe it is important to consult with an external partner regarding IT policy decisions. After evaluating various providers, Orbid emerged as the best option. They have a strong understanding of the care sector and – like us – follow a process-oriented approach. Three years ago, we established a new, centrally managed IT policy with our internal IT working group. We held discussions with all stakeholders, including the Orbid consultants. Taking IT trends into account, we developed a series of concrete objectives for hardware and software. Meanwhile, with Orbid’s support, we are actively rolling out concrete IT projects in line with this policy.”

## BENEFITS

### Enabling online collaboration

“Last year, we migrated 15 Microsoft Exchange servers to Office 365, enabling our employees to work even more efficiently. The feedback has been very positive. Everyone can now access their emails from anywhere, a VPN is no longer needed to log in, and we can create groups across different facilities. In addition, we now use SharePoint for different locations to collaborate on documents online, and we’ve taken our first steps



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with Microsoft Teams. Working with representatives from all internal departments, we defined our requirements for online collaboration and document sharing. SharePoint serves as a space to manage documents, a quality handbook, and as a communication channel. Selecting Microsoft was an easy decision as we were familiar with the technology, and the suite of apps offered the potential to digitise our processes.

“Naturally, we work with a great deal of personal data and health information. For Zorg-Saam ZKJ, information security and privacy have therefore always been critical. For example, even before the introduction of GDPR in 2018, we had already conducted a baseline assessment of our information security and implemented various measures. At that time, we appointed an external Data Protection Officer and requested

additional legal support and know-how. Furthermore, we wanted to ensure that we use the right tools. Within Office 365, for instance, we have installed the necessary add-ons regarding information security.

“We still have many plans around applications and the standardisation of our IT infrastructure. One big advantage of working with Orbid is that we can engage them on a flexible basis, depending on our needs. Today, they visit us as a sounding board for our IT strategy, then when it comes to executing projects such as the SharePoint implementation, they work alongside us. They listen closely to how we want to structure our processes and respond accordingly to provide the right tools. We’ve already had several Orbid experts visit us, and every time, there’s an immediate connection with them.”



Orbid has been helping organisations to focus on what matters most by delivering IT and HR solutions for over 25 years. With a team of 185 experts, the company specialises in cloud and infrastructure, security, modern workplace, and managed services solutions, supporting over 900 businesses on their digital transformation journey. Since 2020, Orbid has been part of the Ricoh Group.

## ABOUT RICOH

Ricoh is a leading provider of integrated digital services and print and imaging solutions designed to support digital transformation of workplaces, workspaces and optimise business performance. Headquartered in Tokyo, Ricoh’s global operation reaches customers in approximately 200 countries and regions, supported by cultivated knowledge, technologies, and organisational capabilities nurtured over its 85-year history. In the financial year ended March 2025, Ricoh Group had worldwide sales of 2,527 billion yen (approx. 16.8 billion USD). It is Ricoh’s mission and vision to empower individuals to find Fulfillment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realise a sustainable future. For further information, please visit: [www.ricoh.com](http://www.ricoh.com)

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