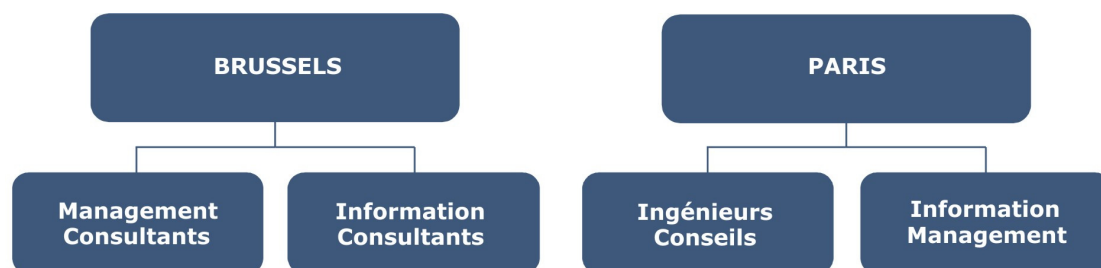


## **Presentation of van Dijk Management Consultancy companies (VDMC / BvDIC / BvDIM)**

VAN DIJK MANAGEMENT CONSULTANTS is located in Brussels and is part of the group Van Dijk. Our group also comprises a division of consultants specialized in IT solutions, and two consultancy divisions located in Paris.



The companies VAN DIJK MANAGEMENT CONSULTANTS in Brussels and Paris are at the origin of the Group Bureau van Dijk Electronic Publishing that consists of 17 companies established in Europe, the United States and Japan. Their collaboration has remained privileged by the main shareholder of the VAN DIJK MANAGEMENT companies.

The present text provides a presentation of the management consultancy activities of VAN DIJK. These are concentrated in the following offices in Brussels and Paris:

- VAN DIJK MANAGEMENT CONSULTANTS - Brussels;
- Bureau van Dijk Ingénieurs Conseils - Paris;
- Bureau van Dijk Information Management - Paris.

In 2006, a subsidiary called VAN DIJK INFORMATION CONSULTANTS (Brussels) was created.

The paragraphs below present the main fields of expertise of each of the companies as well as some examples of clients, both in the private and public sector.

### *Fields of expertise*

Featuring more than 35 years of experience in the consulting area and with multidisciplinary teams of experts, VAN DIJK MANAGEMENT CONSULTANTS (VDMC) offers a wide diversity of services in the following fields:











- Consulting to regulatory authorities and operators regarding market liberalization issues:
  - *Electronic Communications services: fixed and mobile telephony, data services, broadcasting;*
  - *Energy: electricity and gas;*
  - *Postal services;*
  - *Transportation: railway and air.*
- Consulting to public administrations and private companies with respect to general policy, organization and procedures, pertaining to issues such as the implementation of European Directives or the use of Information and Communication Technologies;
- Consulting to public administrations and private companies regarding environmental issues, such as analyses of the needs, surveys and studies, environmental management, assessment and management of environmental research programmes, information and training;
- Economic studies for private companies and public administrations featuring an international scope;
- Turnkey computerization projects, ranging from policy audits to the functional analysis and the practical implementation of hardware and software;
- Diagnostic studies and risk management of research and development (R&D) projects;
- In the areas of e-business and information and knowledge management: implementation of online applications software (ASP mode) developed at Bureau van Dijk, *iForm* (<http://www.iformassistant.com>) for managing forms on the Internet, and *iClass* (<http://www.iclassassistant.com>) for structuring, exploiting and disseminating information on the Internet.

More details on the expertise of VAN DIJK MANAGEMENT CONSULTANTS in diverse fields presented above can be provided upon simple request.

### *Clients*

Amongst its clients, VAN DIJK MANAGEMENT CONSULTANTS counts both private companies in a wide range of sectors such as telecommunications, energy or distribution as well as public institutions at a national level and at international level.

*Private companies: some examples*

	Belgacom
	British Telecom
	De visu 360, <i>Belgian specialist in visual content and interactivity</i>
	Delhaize, <i>Belgian distributor</i>
	Distrigas, <i>European gas merchant</i>
	Electrabel, <i>European energy supplier</i>
	Fluxys, <i>European gas transporter</i>
	KPN Belgium
	Mobistar
	Telecom Italia
	Zebrastraat

*Public institutions: some examples*

	ARCEP, <i>Autorité de Régulation des Communications Electroniques et des Postes</i>
	BIPT, <i>Belgian Institute for Postal services and Telecommunications</i>
	City of Ghent
	CSA, <i>Conseil Supérieur de l'Audiovisuel</i>
	EASI-WAL, <i>E-Administration and Simplification</i>
	European Commission
	European Parliament
	European Space Agency
	Flemish government
	IBGE, <i>Brussels Institute for Management of the Environment</i>
	ILR, <i>Institut Luxembourgeois de Régulation</i>
	KMO Loket, <i>Portal for entrepreneurs</i>
	MCA, <i>Malta Communications Authority</i>
	Service Public Fédéral Economie
	VIZO, <i>Flemish Institute for Entrepreneurs</i>
	VMM, <i>Vlaams Milieu Maatschappij</i>
	Walloon government

## **Publications**

Publications by VAN DIJK MANAGEMENT CONSULTANTS can be found on our website<sup>1</sup> and cover the following topics:

- Liberalisation of energy markets;
- Liberalisation of the telecommunications sector
  - *Fixed Interconnection – Cost modelling solutions;*
  - *Mobile Interconnection – Setting tariffs in a regulated environment;*
  - *Local Loop Unbundling – Cost modelling solutions for broadband services;*
  - *Building the Bitstream Offer - Cost Modelling Solutions for Broadband Services;*
  - *Tariff Transparency – Online Interactive Tariff Guide;*
  - *And many others...*
- Environmental consultancy;
- Energy consultancy;
- Consultancy services related to Research and Development (R&D) projects
  - *Research and development;*
  - *Service of R&D Management;*
  - *R&D services: advice and assistance.*
- iForm, iClass, iPortal and IM-Tool;
- DYGEST, a dynamic geographical system for transport
  - *Information brochure;*
  - *Bulletins.*

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<sup>1</sup> Cfr. <http://www.vandijkmc.com>

### *Fields of expertise*

The expertise of Bureau van Dijk Information Management (BvDIM) is concentrated around 4 poles:

- Knowledge management;
- Economic surveillance and intelligence;
- Information structuring and engineering;
- Externalisation.

### *Knowledge management*

Bureau van Dijk's activities regarding knowledge management feature 3 main aspects:

- **Management of competences:** Aiming to assist enterprises in adapting to evolutions in their environment, Bureau van Dijk installs knowledge management systems in order to optimise and fully deploy the human capital of the enterprise or organisation. The competences of the enterprise's collaborators are identified and characterised according to a customised methodology;
- **Capitalisation of knowledge:** Bureau van Dijk Information Management assures accompanying services for the formalisation, capitalisation and transfer of knowledge linked to different skills within the company or organisation. It also assists in the deployment of documentary systems shared within the organisations by training sessions and by sensibilisation of users;
- **Illustration of industrial processes:** The layout and illustration of information related to every elementary task of an industrial process fits in the BvDIM mission of knowledge transfer. During their missions, the consultants of Bureau van Dijk Information Management will elaborate a methodology allowing to illustrate the logic processes of the chain of tasks.

### *Economic surveillance and intelligence*

Bureau van Dijk's activities regarding economic surveillance and intelligence feature 3 main aspects as well:

- **Realisation of sectorial and strategic studies:** Specialised consultants put at the disposal of companies their expertise regarding technological and economical sectorial surveillance studies. These strategic studies can be either *ad hoc* or multiclient. For international studies, all of the branches of another corporate member, Bureau van Dijk Electronic Publishing (BvPEP)<sup>2</sup> can be called in;

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<sup>2</sup> Cfr. <http://www.bvdep.com>

- **Establishment of source files:** Our team of analysts provides to enterprises a list of information sources, classified by theme or evaluated according to precedingly defined criteria of pertinence. Bureau van Dijk Information Management also accompanies enterprises in their search for information, proposing tailored investigation methods suited to the company's resources;
- **Assistance in conducting a surveillance activity:** Our consultants assure the sensibilisation of the enterprise's personnel for conducting a surveillance activity:
  - Observation, recognition and transfer of information;
  - Protection of internal information;
  - Sharing and distribution of information;
  - Information circuits and networks.

Moreover, BvDIM offers its expertise for conducting new centralised activities of economic surveillance and intelligence. According to the strategy opted for by the company, our consultants propose different scenarios for the organisation of surveillance cells. In this way, managers have at their disposal a broadened view of the various solutions that are available.

### *Information structuring and engineering*

With respect to information structuring and engineering, the expertise and services of BvDIM concentrate around the following areas:

- **Development** of IT tools for the acquisition and control of information;
- **Organisation** and structuration of files;
- **Control** of the quality of the documentary assets;
- **Management** and supply of primary documents;
- **Structuration** of data at the system level, for transfer over the Internet, for reformatting and control of validation;
- **Registration** of summaries in the language(s) of the database and in function of the objectives;
- **Indexation** by means of key words that allow the retrieval of documents in a future search action;
- **Design of document catalogues** according to international standards and the enterprise's specifications;
- **Elaboration** of documentary tools: indexation languages, thesaurus, lexicons and classification plans.







### *Externalisation*

In order to optimise the client's information management activities, Bureau van Dijk Information Management puts qualified personnel at the client's disposal that are familiar with various information and communication technologies. This allows the enterprise to refocus on its core business.







## Clients

Amongst its clients, Bureau van Dijk Information Management counts both private companies in a wide range of sectors such as telecommunications, energy or pharmaceuticals as well as public institutions at a national level and at international level:

*Private companies: some examples*

	Bristol-Myers Squibb, <i>pharmaceuticals and health care concern</i>
	Electricité de France, <i>electricity generation and distribution</i>
	France Télécom, <i>telecommunications operator</i>
	L'Oréal, <i>cosmetics conglomerate</i>
	Michelin, <i>tire manufacturer</i>
	Pfizer, <i>pharmaceuticals and health care concern</i>

*Public institutions: some examples*

	European Commission
	European Space Agency
	French Institute of petroleum
	Institute of the Arab world
	Ministry of transport equipment, accommodation, tourism and the sea
	National Library of France

## Publications

Bureau van Dijk Information Management issued communications concerning the following topics:

- *La place du Records Management dans la gestion des flux d'informations* - Anne CARABAJAL, i-expo, Paris, 28 mai 2008
- *Des clichés et des clics : l'impact des technologies numériques sur la chaîne de l'image, présentation des enjeux* - Martine DEJEAN, GFII, Musée du Quai Branly, 29 janvier 2008

- *Les nouvelles technologies et le marché de l'image photographique : gros plan et perspectives des technologies dans l'industrie numérique* – Antoine RAULIN, GFII, Musée du Quai Branly, 29 janvier 2008
- *E-book : nouveaux usages, nouveaux modèles économiques* – Martine DEJEAN, i-expo, Paris, 28 mai 2008
- *Technologies de la langue : marché 2006 et tendances* – Martine DEJEAN, Technolangue, ICC'2007
- *Images numériques et nouvelles technologies* – Martine DEJEAN, Jacques CHAUMIER, 1997;
- *Nouveaux outils sémantiques pour de nouveaux usages* – Antoine RAULIN, In Des clichés et des clics : le poids de la photographie dans la société de l'information/Groupement français de l'industrie de l'information, Paris : ADBS, 2007.-pp.43-56
- *Technologies linguistiques : aperçu du marché et des tendances* – Martine DEJEAN, Technologies vocales, Lannion, 23 novembre 2006
- *Les usages à l'heure du web 2.0.* – Antoine RAULIN, On Line, Londres, novembre 2006
- *Blogs, fils RSS, WIKI...nouveaux modes de communications* – Martine DEJEAN, On Line, Londres 1<sup>er</sup> décembre 2005
- *Le management des prestations d'externalisation* – Martine DEJEAN, In Externalisation et sous-traitance dans les services d'information : états des lieux et perspectives, Paris : ADBS, 2004.-pp.119-124
- *Interaction Homme/Machine dans le processus de détection et d'exploitation de l'information* – Martine DEJEAN, Régis IBANEZ, 2001 ;
- *La Veille technologique : une pratique nécessaire au développement de l'entreprise* Martine DEJEAN, 1998 ;
- *Organisation et gestion des connaissances en veille scientifique et technologique* - Xavier POLANCO, Claire FRANCOIS, Jean ROYAUTE, Luc GRIVEL, Dominique BESAGNI, Martine DEJEAN, Christine OTO, 1998 ;
- *Valorisation du service d'information documentaire par la qualité de la relation "utilisateur-documentaliste"* – Martine DEJEAN, 1997;
- *Recherche documentaire : des méta-données au texte intégral* – Martine DEJEAN, Jacques CHAUMIER, 1997 ;
- *Nouveaux outils sémantiques pour de nouveaux usages* – Martine DEJEAN, 1996 ;
- *Veille Technologique. Une association de compétences et d'outils* – Martine DEJEAN, 1996.

## Bureau van Dijk Ingénieurs Conseils - PARIS

### *Fields of expertise*

Bureau van Dijk Ingénieurs Conseil's long-standing experience in consultancy and assistance in the deployment of technological solutions concerning information and documents, allowed us to develop expertise in the following areas:

- Digitalisation and archiving - coexistence of paper and electronic means;
- Management of technical documents;
- Quality management;
- Libraries, archives and museums;
- Electronic document management;
- Organisation and information management;
- Documentary treatment;
- Techno-economical surveillance;
- Editorial informatics.

### *Clients*

Amongst its clients, Bureau van Dijk Ingénieurs Conseil counts both private companies in a wide range of sectors such as transport, automotive or pharmaceuticals as public institutions at a national level and at international level.

*Private companies: some examples*



*Alcatel, communications solutions provider*

*Electricité de France, electricity generation and distribution*

*L'Oréal, cosmetics conglomerate*

*Renault, automobile manufacturer*

*SNCF, railway transport*

### Public institutions: some examples



Bank of France



European Commission



European Space Agency



Ministry of Culture and Communication



Museum of cinema



National library of France



Organisation for Economic Cooperation and Development



Prefecture of the region Picardie and of Somme

### Publications

Bureau van Dijk Ingénieurs Conseil published a number of articles and reports concerning its competences in a.o. document management in libraries and documentary and archiving software. These can be found on our website (<http://www.bvdic.com/lc/PagesHTML/public.htm>).

Moreover, the consultants of Bureau van Dijk Ingénieurs Conseil published a number of books regarding various aspects of document management, including:

- *Progiciels de gestion intégrée d'archives* – Ph. MARTIN, 2003;
- *Des contenus d'information pour les Intranets : quelles offres commerciales ?* – M. VAJOU and A. STEINKUHLER, 2002;
- *Les Techniques Documentaires* – J. CHAUMIER, 2000;
- *La gestion électronique de documents* – J. CHAUMIER, 1996;
- *Travail et méthodes du documentaliste* – J. CHAUMIER, 1996;
- *Certification et maîtrise des documents. Comment fiabiliser votre documentation* – E. SUTTER and Ph. MARTIN, 1995;
- *Guide pour la gestion d'un centre d'information. La maîtrise des chiffres-clés* – E. SUTTER, D. DORE and B. CHEVALIER, 1995 ;
- *Les banques de données* – J. CHAUMIER, 1994.

More details concerning these publications can be obtained upon simple request.

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