

Customer case Hof van Twente

“Paying attention to information security and privacy is a must”

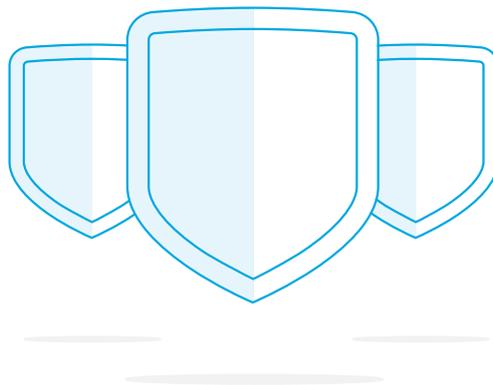
CUSTOMER PROFILE

Hof van Twente municipality is a young, green, and dynamic municipality of approximately 35,000 inhabitants, situated in the green heart of Twente, covering 215.44 square kilometres. In addition to spacious outskirts, it consists of the places Bentelo, Delden, Diepenheim, Goor, Hengevelde, and Markelo. About 270 employees work for the local authorities.



Jaap de Jonge

Policy officer Information provision
Hof van Twente Municipality



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“Because of the decentralisation in 2015, many (care) tasks have been added. This has increased the need to deal with privacy sensitive information in a proper and secure manner. We are in daily contact with many chain partners, including general practitioners, healthcare institutions and care professionals”, says Jaap de Jonge, policy officer Information provision at Hof van Twente municipality.

De Jonge outlines that the focus on information protection is a process that started about three years ago within Hof van Twente municipality. “Money became available, and attention was focused on information protection. We spent the money on appointing an information security officer and on increasing the security awareness among all of our three hundred employees.”

General Data Protection Regulation (GDPR)

In recent years, Hof van Twente municipality has taken the necessary steps towards the realisation of a GDPR compliant municipality. “There is still a lot to be done. But, of course, the information security and privacy had to be in order anyway, under current legislation as well. Citizens must simply be able to rest assured that the local authorities carefully deals with privacy sensitive information. Secured emailing, both internal and external, is now well-arranged. Not because of the pressure incited by the GDPR, but because of the strong wish to arrange this properly and securely for our citizens.”

Guaranteed reliable

Hof van Twente municipality has used a solution for secure emailing before, but this solution was too small-scaled and not applicable within the entire municipality.

“Therefore, we started looking for a new solution. After a thorough investigation, ZIVVER came up as the best solution.”

Messages with a sensitive content, such as personal data and citizen service numbers are encrypted by ZIVVER. Anyone who sends a message through ZIVVER can rest assured that no one but the sender and the recipient can read the message. That means hackers cannot read them either. “A number of things were the deciding factor for us. You can integrate ZIVVER with Outlook, for instance, and configure it in such a way that it supports the sender in identifying possible confidentiality.

Based on our list of words, ZIVVER advises to send the email securely or not.

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Furthermore, ZIVVER prevents organisations from sending sensitive information to the wrong person. Finally, it is nice that citizens do not have to create an account and still have a secure return channel. That you can send large files and no longer have to use Dropbox or WeTransfer is considered as a nice 'catch'."

Smooth implementation

De Jonge came into contact with Solviteers, for the implementation of ZIVVER. A familiar name, because of the extensive experience this IT company has within municipalities. "The implementation passed of smoothly. Within a day or five it was fixed. Solviteers had a clear schedule and we were able to complete it exactly like that. Most of the time was needed for training the users and the IT staff. A compliment is most certainly appropriate. I am glad we did this process with Solviteers. The communication with the Solviteers consultant went smoothly. This ensured that the implementation process went untroubled and according to agreement."

Fast adoption

Hof van Twente has been using ZIVVER for two months now. "I have not heard a cross word", says De Jonge. Neither from the chain partners. "We did not announce the use of ZIVVER massively to the general public of the chain partners, but we state it as a notification in the email message and refer to our website. This approach works well, and otherwise we can still use the standard communication material that ZIVVER made available for this."



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Want to know more?

Please contact us, we are happy to answer your questions.

Phone: +31 (0) 85 01 60 555

E-mail: contact@zivver.com

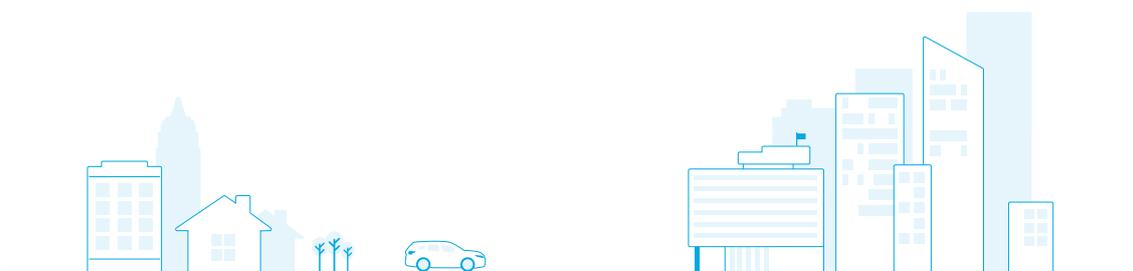
Twitter: [@ZIVVER_NL](https://twitter.com/ZIVVER_NL)

LinkedIn: linkedin.com/company/zivver

Contributed to this issue:

Policy officer Information provision (IM)

Hof van Twente Municipality





Contact

Overschiestraat 186-J
1062 XK Amsterdam
+31 (0) 85 01 60 555
contact@zivver.com