Digital Survival Company



A future-proof digital workplace for the Municipalities of Heemstede and Bloemendaal

SOLUTION	INDUSTRY	TECHNOLOGY
IT & workplace management	Government	Microsoft Azure, Microsoft 365

An urgent IT challenge in a rapidly changing digital world

The municipalities of Heemstede and Bloemendaal work together on ICT under a joint arrangement. Together, they carry a great responsibility towards their residents. Whether it's a passport, a permit or help with benefits, the municipality must be accessible and reliable for its residents every day. That calls for a digital infrastructure that is just as reliable.

Challenge
Until 2019, the municipality managed its infrastructure entirely in-house, including its own data centres. A deliberate choice to focus on its core task, serving residents, led to the first tender and the outsourcing of the entire infrastructure and its management.

However, the chosen working environment proved error-prone. Minor disruptions immediately had major consequences, and the Server Based Computing (SBC) platform offered insufficient stability for a municipality that must be able to serve its residents at all times. On top of the continuity problems, there was a second pain point: there was no room left to look ahead. All energy went into keeping the existing environment running.
In 2024, the municipality made its decision: a completely new workplace and cloud infrastructure, with a partner that could not only deliver technically but was also a good cultural fit.

Futureproof
A workplace fully set up for the future

Infrastructure
A stable and scalable infrastructure

Support
Service desk and workplace management taken off their hands

Security
High security and compliance.

The right partner, the right approach
When selecting a new partner, the Municipality of Heemstede/Bloemendaal deliberately chose a different approach than usual. Instead of steering directly on technical specifications, the first selection round focused entirely on culture and collaboration, or 'customer intimacy'. Which company matches our DNA?
Three parties made it through that first round. Only then came the technical assessment: can you deliver the technology the way we want it, and can you keep helping us in the future?
An initial meeting had left a good impression, with the feeling that Digital Survival Company shared the municipality's DNA. Didier Bryson, Information Management Manager, describes the approach that followed: "We didn't dive straight into the technology. Instead, we first really got to know each other and had the necessary conversations before getting into the technical side." – Didier Bryson, Information Management Manager, Municipality of Heemstede & Bloemendaal

The cultural match was followed by practice. As soon as the project started, planning was the key word. The municipality had a hard deadline to replace the existing SBC environment: the entire migration had to be completed within six months. The first two months were spent on inventory and setting up the Microsoft environment. The actual migration began in January 2025. By 28 April 2025, everything was done, three days ahead of the hard deadline of 1 May.

It involved two municipalities with an extensive application landscape, and services to residents had to continue as normal during the migration. Alex Torrado, who guided the project on the municipality's side, is still proud of it. A feeling that was just as familiar on Digital Survival Company's side. Marco, CTO at Digital Survival Company, looks back on the final sprint: "The deadline was tight, and at times we really thought: how are we ever going to make this? But then you just roll up your sleeves as a team." – Marco van der Veer, CTO Digital Survival Company

That was not without its challenges. Three

Case Overview

Company name
Municipality of Heemstede/Bloemendaal

Industry
Government

Challenges
- Frequent disruptions in the workplace
- Limited scalability & continuity
- Urgent migration timeline
- Need for a future-proof IT foundation

Solution
- Modern digital workplace (DIGITAL365)
- Cloud migration & management (Azure)
- Service desk & workplace management
- Stable, scalable infrastructure
- Roadmap to 2028

Benefits
- Stable and scalable infrastructure
- Roadmap to 2028
- Future-focused workplace

"This really is an achievement, especially by Digital Survival Company. That we did this in such a short time, because that doesn't happen very often. Usually a project like this overruns by about 20%."



Alex Torrado
ICT Project Leader · Municipality of Heemstede Bloemendaal

parties were involved: Digital Survival Company, the municipality and the outgoing supplier. Especially in the early phase, this required extra coordination to get all parties on the same page. That investment proved worthwhile: it ensured everyone was moving in the same direction in good time.

Stability, scalability and room for the future
The most immediate result of the migration is stability. Where a minor disruption at one location used to affect the entire organisation, the impact of incidents is now limited. If the Wi-Fi fails on one floor, the front desk simply keeps working, and colleagues in Bloemendaal carry on as usual.

The availability figures confirm this. Where the municipality used to be uncomfortably in the red, the environment is now comfortably green. That brings peace of mind and room to breathe. In addition, the modern workplace is more accessible to employees. Because besides stability, the project delivers something that may be even more valuable: the ability to look ahead.

The collaboration continues
The 2024–2025 project was a starting point, not an end point. Didier Bryson himself calls it the kick-off for a longer-term partnership with Digital Survival Company: over the past six months, the municipality has rolled out Teams as its telephony system across the organisation, and SharePoint adoption is planned as the next step. In the coming years, the digital workplace will be modernised further.

This scalability fits the way the municipality looks at business applications. Increasingly, the municipality chooses to procure applications as a SaaS service instead of managing them in its own cloud environment: more scalable and more future-proof. That is why the municipality explicitly asked for a solution that can scale in both directions. Topics such as digital sovereignty, NIS2 legislation and AI are also on the agenda. Digital Survival Company takes a proactive role as a guide here, including on topics the municipality has not yet specifically asked about but would benefit from.

> “Every problem that came up was tackled and solved. That's really pleasant too, because taking the burden off our shoulders was one of our most important requirements.”



Alex Torrado
ICT Project Leader · Municipality of Heemstede Bloemendaal

The Municipalities of Heemstede and Bloemendaal are now seen as an example of what a modern ICT environment in the municipal market can look like. That is exactly the ambition with which Digital Survival Company is entering that market.

About Digital Survival Company

As a managed service provider, we don't manage IT just to keep it running, but to make it better. From day one, we take full responsibility for your IT foundation: from cloud and modern workplace to security and network, all from a single source. Cloud-native is the starting point, AI is built into how we work and what we deliver, and our secure baseline gets sharper with every iteration.

You work with a dedicated team of Survivors who know your environment inside out. Whoever designs it, builds it. Whoever builds it, keeps it running. That way, knowledge stays where it is created. No fragmented responsibility across multiple suppliers, but one point of contact who thinks along at board level and rolls up their sleeves on the shop floor.

"It also makes me quite proud that we now have the room to take further development steps and look towards our digital future. This project was truly the kick-off for our future ambitions."



Didier Bryson
Information Management Manager · Municipality of Heemstede Bloemendaal



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