



# NHG empowers employees to collaborate freely from anywhere with complete modern workplace solution

NHG might not be large in size, but 1.4 million customers across the Netherlands depend on its National Mortgage Guarantee scheme, which gives more people access to housing finance. When it relocated to new premises, it seized the chance to roll out a new modern workplace solution based on Microsoft 365.



## Customer

### **NHG (National Mortgage Guarantee)**

Website: [www.nhg.nl](http://www.nhg.nl)

Country: The Netherlands

Industry: Financial services

Company size: Medium (50–999 employees)

## Customer profile

NHG is a small Dutch organisation with a big role in its market. The social finance innovator sits between the government and the banking community, broadening access to mortgages by reducing the risk of borrowers defaulting on loans.

## Software and services

Microsoft 365 E5  
Windows Information Protection  
Azure Information Protection



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Carla Muters, Executive Board Member, NHG

When Dutch mortgage guarantee scheme operator NHG relocated from a small city in the south of the Netherlands to new open-plan offices in Utrecht, 50km away, it saw an opportunity to modernise its working environment.

Recognising that many staff would now have to travel further to work, NHG wanted to create an engaging and up-to-date workplace. It also wanted to promote easier collaboration, no matter where people were.

NHG might be small in size, but its role in the Dutch housing market is significant. NHG works together with the market to enable responsible residential financing for more consumers. Sitting between the national government, consumer groups and the lending community, it provides a lifeline to people who might otherwise struggle to access home finance. The people NHG employs are socially driven professionals who want to make a positive impact on the housing market. To keep innovating for the benefit of borrowers, NHG fosters a culture of collaboration across its workforce.

Until the office move, however, teams were restricted in how seamlessly they could share and progress ideas. Although they could connect to office systems hosted on private servers via Remote Desktop Services, access was via thin-client devices. This limited people’s productivity, and made for a cumbersome experience—something Executive Board Member Carla Muters was keen to change when she joined NHG in September 2017.

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In addition to re-energising and empowering internal teams, NHG wanted to promote more ‘co-creation’. In other words, more fluid collaboration with external stakeholders to deliver innovative new solutions. *“The existing workplace environment wasn’t built to support this,”* Carla notes.



## Untethering employees with Surface laptops and 'anywhere' app access

NHG wanted to start with a clean sheet so it engaged 2source4, a Microsoft Partner that could provide tailored advice on the right set-up and appropriate training.

NHG wanted to give employees access to state-of-the-art laptops too, with secure access to all of the information and functionality they needed wherever they were. Central coordination of file sharing and joint project work would be important too, so that colleagues did not fall back on inefficient habits of circulating documents via email.

2source4 recommended Microsoft 365 E5, as a comprehensive cloud-based application suite which includes advanced threat protection, security and collaboration tools, plus powerful data analytics and reporting capabilities.

*"The idea was to migrate to the cloud, so we can work everywhere that we want to within a secure environment,"* explains Arthur van de Woestijne, NHG's IT Manager. *"We are subject to strict regulations in the financial industry, not least data protection rules under GDPR, so Microsoft was a clear forerunner for us. As well as having robust security provision, they are a platform provider, not a data owner like the other major cloud providers."*

NHG equipped its staff with Microsoft Surfaces—lightweight, hybrid laptop/tablet devices. They can work from home, and are more productive in meetings because it's so easy to take notes on the devices using the Surface Pen, and to call up information on the fly.

Staff have actively embraced the new modern workplace, and are proud to carry around the latest laptops. *"They love to work with the latest technology,"* Carla says.

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IT Manager, NHG





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Paul Vreeker, solutions consultant at 2source4

When colleagues meet ‘virtually’, or collaborate across distance, they can share screens remotely using Teams. Shared information and documents are consolidated in SharePoint, which has become a natural hub for collaboration and communication.

SharePoint has also become a forum through which employees share tips on exploiting the rich functionality included in the Microsoft 365 suite. As part of NHG’s training, 2source4 identified mentor users who have been coaching their colleagues on what the various applications can do, and SharePoint allows them to share what they’ve learnt.

Paul Vreeker, solutions consultant at 2source4, is impressed with how quickly NHG has adapted to the new modern workplace. *“A lot of companies buy Office 365 for the license for PowerPoint, Excel and Word, but at NHG, use of the whole suite is very high,”* he says.

For instance, finance and HR processes are being transformed thanks to easier information access. Staff can look up information about company policies, holiday entitlements and more, and see at a glance what others in the organisation do.

To maximise such benefits, NHG plans to migrate its business applications from its old server environment, along with its data warehouse, to Microsoft’s Azure cloud infrastructure. This will bring everything under secure control, too—with the added safeguards of conditional access policies, Windows Information Protection and Azure Information Protection, which NHG will roll out next. The migration has been rapid, taking just three months or so for the main transition.



## Tapping into the broader potential of Power BI

There are many additional benefits NHG can tap into, too. In due course it wants to make more of calls over IP, for instance. And, more strategically, it plans to harness the full potential of Power BI—to drill down into data and uncover opportunities for new innovation.

The benefits are already tangible in NHG's employee satisfaction scores, which have topped 8 out of 10 and are rising each time staff are independently polled.

Delivering an optimum employee experience was always the main aim, but the expectation too is that this will translate into greater productivity, which ultimately will benefit customers. *"It's our people who get results,"* Carla notes. *"I am very proud of our employees, the way they have embraced the transformation and are making use of all the possibilities."*

*"There is lots more we can do with new technology,"* she adds. *"It's important for any organisation to have a modern IT environment. Whatever size you are, the possibilities will help you be more effective in what you do. That's certainly our experience."*

Of working with 2source4, she adds, *"As a smaller company, being able to deal with a service provider of a similar size was ideal. They made us feel important and, crucially, they shared our ambitions. The transition has been smooth and the regular contact with 2source4 has been instrumental in enabling this."*

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Carla Muters, Executive  
Board Member, NHG

**Partner: 2source4**  
**Partner website: [2source4.com](https://www.2source4.com)**

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