

Ilse Schapendonk is program manager “Werken in Verbinding”, or Working in Connection, at the Municipality of Tilburg. In short, this means that she’s responsible for the entire inside: think of the design, work processes, digital work environment and the behavior of the employees, to make sure that they are able to work in a new work environment. This applies to both the town hall and the city shop. The Municipality of Tilburg started developing a vision for housing all the way back in 2010. The goal is clear: all employees work optimally for and connected to the city and its inhabitants. From that moment, Quadrant4 has been involved in the plans.

“The municipality of Tilburg will soon have the **SMARTEST** government building in the Netherlands”

A good workplace concept (as part of Smart Building) is an integral part of this. Ilse called in Quadrant4 to think and act along. By smartly designing and linking systems, the Municipality of Tilburg is more than ready for the future. Together with Rudy van de Water – director and co-owner of Quadrant4, Ilse takes us through this process and the next steps.


Ilse: “Hybrid working has become the norm. Corona gave this an extra push. Our housing has to facilitate and stimulate work independent of place and time. In concrete terms, this means that we need to use meeting rooms and workplaces efficiently. Smart and integrated systems help with this. Moreover, we save on accommodation costs. In the near future, we’ll be able to dispose of buildings, because we no longer need the space.”

Data-driven innovation

Rudy: “As an employee, you reserve a workspace via Outlook. Then the air is filtered in advance and the room temperature is increased. Lighting and AV sources are also already on ‘stand by’. And during booking you can indicate for how many people you are booking and whether you’ll need the audiovisual resources at all (for example for video calls or presentations) and even whether you need

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Ilse Schapendonk and Rudy van de Water



Ilse: “We chose Quadrant4 for this process because of their independence, expertise and professionalism”

coffee/tea/sandwiches. This doesn't require any additional technology. This does ask for the linking of installations and systems, and the use of data. This way, you encourage efficient use of available space, supply oriented. You won't be sent to the seventh floor if there are available rooms on lower floors. Employees can also reserve clusters if they want to work together in groups. You can monitor installations to base maintenance on the use, not just 'every six months' if it isn't necessary. And if you see that a screen on a certain floor has been used a hundred times, you switch to the next screen to manage the need for replacement in a targeted way.

The possibilities are endless, and the sky is the limit... but you also have to be able to properly involve all employees in the steps we are taking.”

Changing mindset

Ilse: “When I presented the plans to the council three years ago, they asked me to submit a good reference project. I wasn't able to find that in other municipalities. But I did at a commercial company. But it's clear that we have to be pioneers and we have to take our employees on board. They thought it was all very abstract at first. Now, however, they see the opportunities and benefits and want everything to be ready as soon as possible. That mindset has really changed. At the same time, I am aware that it is an enormous challenge to involve all employees in change in such a way that they can also grow it themselves. More and more actions are needed to make it work. Your organization has to be able to adapt to that.

Shared pride

Rudy: “I am proud of the fact that the organization really picked up and embraced smart working. Something truly unique will be established soon. And much more is possible, but the organization has to be ready for that.”

Ilse: “I am proud of all of the concrete steps that we have taken so far. I used to come across parts everywhere but not the integral approach we have now. In my opinion this is essential to get the most out of the possibilities. And because of the data-driven nature, we are less dependent of human actions. With Smart Building, we use our square meters much more efficiently and we need less space in general. Aside from that, it makes work more pleasant, which means we'll perform better for our residents. You know, it really is innovative. The right combination of

working sustainably, hybrid working, and Smart Building innovations is unique in the municipality space.”

Innovating together requires goal-oriented collaboration

Ilse: “In this process we chose Quadrant4 because of their independence, expertise, professionalism towards our suppliers. I need Rudy for his technical knowledge. Rudy needs me for my knowledge and insight into the organization and processes. The complexity of the organization, IT and privacy legislation play an important role, we want to safeguard everything properly. After all, I have also grown on this issue and that is very valuable to me.”

Rudy: “Honestly, I could not have done this project if I hadn't been able to work side by side with Ilse. We make a good team!”