



/employee interview

Erwin Gribnau

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Erwin Gribnau is a senior consultant specialising in technical information systems. He works mainly with traffic-management systems based on the MobiMaestro platform.

“Most of the projects I work on are related to MobiMaestro. MobiMaestro was set up to realise our vision with regard to traffic management. This vision is dynamic and is constantly being expanded upon. Gradually, you learn more about this field of expertise as you receive feedback from clients. A good example of this is the VINCE project for the Municipality of Rotterdam. This system enables you to direct traffic flow in the event of, for example, large-scale events or emergencies.

Collaboration

“Our collaboration with the Municipality of Rotterdam as client worked very well. It started as a regular client-contractor relationship. However, as we also invested in the project, the relationship changed. Gradually, we went from working for the municipality to working with the municipality. It was genuine co-operation. People from the municipality came here every two or three weeks to check on the progress. They would sit at the computer to experience for themselves how everything worked and to give feedback. They made suggestions about how to make things more efficient and user-friendly, but they also respected our boundaries regarding what was feasible within the available time.

“In order to create user-friendly and serviceable systems, you must let the users try them out and understand how they work. A good user interface should match the way the user thinks. A traffic expert, for example knows what he wants to achieve. A good system would take him through the process using terminology that he understands and in accordance with his thought process. The terms used must therefore be

correct and everything should be arranged in a logical order. It's always nice when clients compliment us on how user-friendly the systems are.

Know what you have

“One of my tasks is to write quotes. In order to do this, I must know what we have at our disposal. Within MobiMaestro, we never start from scratch. We use existing building blocks and adjust or develop them for specific situations. If you don't know exactly what you have, your quotes lose touch with reality. For this reason, I always pay attention to my professional development in order to keep up.

‘Knowing what you have’ refers to the projects that we have previously delivered. We adapt the same building blocks for many different situations. If we carry out a project in Deventer and we want to add something extra, I will discuss this with the client and find out what their vision is. You then do your best to develop this vision into something that is workable for all parties and within our abilities.

Consistency and applicability

“It is a considerable challenge to develop solutions for multiple clients based on the same platform. Another challenge is to monitor the consistency and the applicability of MobiMaestro. This prevents us having to completely redesign solutions two weeks before they have to be submitted to the client.

Culture of effectiveness

“What I like about working for Technolution is the pleasant and effectual culture. It is clear what you can and can't do, although sometimes you don't realise the freedom you have. For example, the fact that I am allowed to place and sign for orders myself that relate to ongoing projects. The fact that I don't have to go off and get permission first speeds up the process and ensures a smoothly run project.”

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