

Customer Case



Managed Services for a secure, flexible IT environment at Incofin

Incofin Investment Management (Incofin), a leader in impact investing, has doubled its workforce in recent years (mainly at the international level), and is currently employing more than 100 people. Given Incofin's financial activities, a reliable IT infrastructure that evolves securely and flexibly in step with the organisation's evolution is indispensable. That is why, several years ago, Incofin embarked on a partnership with Cheops for crucial IT services, including proactive management of the workplace and end users, a hybrid cloud environment and security services.



High level of security for critical financial data

IT is of strategic importance for a company like Incofin, as the organisation operates at the intersection of transactions and information exchange between investors, projects and investees. This means Incofin works with critical data that must always be available, with robust data security. Incofin therefore invests heavily in Managed IT services to achieve its operational activities and growth ambitions.

Kenneth Willemsen, Head of Technology and Operational Excellence at Incofin, emphasises the company's impressive growth: "The number of employees has doubled in just four years, mainly as a result of the expansion of our international offices. During this entire time, Cheops has proven its worth as our dedicated IT partner. We trust them to help us follow our IT roadmap as our Managed Service Provider (MSP) precisely because of their ability to continually respond to our evolving needs and growth ambitions."

Access to specific security expertise

Security is a top priority in Incofin's IT strategy, with Cheops playing a crucial role at various levels as a Managed Security Services specialist. Achim Deviaene, Head of Treasury Operations at Incofin, stresses the importance of specific IT security expertise: "We are happy to rely on Cheops for IT security as a whole, because they guarantee that we meet requirements at all times and remain up to date in terms of knowledge, tools and solutions. They are also responsible for the management and continuous monitoring of our security, guaranteeing our business continuity."

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Head of Treasury Operations at Incofin



Maximum IT security: 24/7 monitoring through Managed SOC and Managed Security Awareness

Cheops's Managed Security Operations Center (SOC) offers Incofin 24/7 monitoring for maximum security. This proactive security solution eliminates the need for expensive or last-minute interventions as a result of threats or malicious acts, because Cheops's security experts take action before a threat escalates. This puts the minds of Incofin – for whom water-tight security is an absolute must – at ease. Moreover, the Managed SOC guarantees compliance with important regulations and security standards, including the NIS2 regulations, which will be introduced by October 2024.

"Cybersecurity is continually evolving. Thanks to the SOC we can be sure that we keep up with the latest developments," says Kenneth Willemsen. "The emergence of AI presents major new challenges in terms of IT security, meaning we will have to contend with all kinds of phishing techniques that are difficult to identify. Here too, we will rely on Cheops for assistance and support."

End users are often the greatest risk in IT security, which is why Incofin raises awareness of security threats among its employees. Thanks to Cheops, they have access to online security awareness training programmes tailored to teaching end users to identify security threats and remain alert to phishing. This training is done online, using regular short videos, mailings and phishing simulations. That way, employees learn to navigate the complex landscape of cybercrime more easily.

Greater efficiency and user satisfaction

Cheops also provides support to Incofin employees around the world. “We really are a company that never sleeps, because our employees are located in different time zones,” explains Kenneth Willemsen. “Any IT issues need to be resolved as soon as possible, which is why we have chosen to work with Cheops. The Cheops service desk is the first port of call for IT-related issues and projects, and for all questions about passwords and software, such as Microsoft licences. To increase efficiency and satisfaction, the end users have a digital help button on their screens, which automatically creates a ticket with the necessary information and data to resolve questions and issues quickly and efficiently. People are more inclined to ask questions as a result.”

Azure: a future-proof choice

Cheops is also the ideal Microsoft partner for Incofin. As a Managed Service Provider (MSP), Cheops proactively manages Incofin’s Azure environment. “Our migration to Azure was a very conscious, future-proof choice,” says Kenneth Willemsen. “Thanks to the virtual systems in Azure, we have a safe production environment with optimum business continuity, in addition to a separate test environment for new developments and innovations. This allows us to be even more flexible, while being able to rely on Cheops’s continuous service, which takes a tremendous burden off our shoulders.”

Achim Deviaene adds: “Besides the proactive management of Microsoft Azure, Cheops has paid a lot of attention to strengthening the security and compliance of our Office 365 environment. They have implemented various measures to guarantee data security and access to our business tools.”

Highest level of service

Incofin and Cheops prefer to leave nothing to chance in their partnership. They convene every three months for a Service Delivery Meeting to discuss Cheops’s service provision at length. These meetings are an essential communication and coordination channel to ensure everything runs smoothly. In these meetings, the team reviews the various aspects of the cooperation in further detail, including the IT roadmap and the most recent trends and evolutions.

Achim Deviaene of Incofin stresses the importance of this close cooperation: “The open communication with and the availability of the Service Delivery Manager is instrumental to our success. The Service Delivery Meeting provides a structured platform, in which we can join forces and coordinate our cooperation, resolve issues quickly, monitor performance closely and look ahead at future growth and development. Both parties are highly committed to optimising Incofin’s IT environment and complying with current and future requirements.”

Investing in IT for further growth

In addition to being a fund manager, Incofin specialises in impact investing for entrepreneurs with little or no access to commercial banks for all kinds of geographic and social reasons. Incofin’s head office is in Antwerp, but the company also has regional offices in Cambodia, India, Colombia and Kenya. Its employees support organisations in more than 65 countries through this network, always striving for an optimum return for investors. Their investments help make a difference in important contemporary issues, including fair trade, gender equality, safe drinking water and climate change.

Incofin’s current strategy is a growth strategy. “We aim to make strategic investments in IT even more productive and efficient. Thanks to Cheops, we’re able to develop the right IT roadmap and strategy,” Kenneth Willemsen concludes.



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Kenneth Willemsen,
Head of Technology and Operational Excellence
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The Cheops solution

Benefits of using the Cheops solution

- Maximum IT security with 24/7 monitoring
- Access to specific security expertise
- Awareness-raising among and training of end users around cybersecurity risks
- Efficiency and user satisfaction
- Scalability for growth
- Guaranteed business continuity
- Strategic IT investments

About Incofin

Incofin is an independent manager of impact funds for emerging markets, focusing on financial inclusion, the agri-food value chain and safe drinking water, with the aim of promoting inclusive progress. An AIFM licensed fund manager, Incofin manages more than 1.5 billion euros in assets. The organisation's global team of 100 employees works out of the head office in Belgium and local offices in India, Colombia, Kenya and Cambodia. As a leading impact investor, Incofin has already invested in 320 companies, financial institutions and SMEs in 65 countries around the world.

www.incofin.com



Cheops Technology nv/sa

Prins Boudewijnlaan 7 B - 2550 Kontich - Belgium - T +32 3 880 23 00 - info@cheops.com