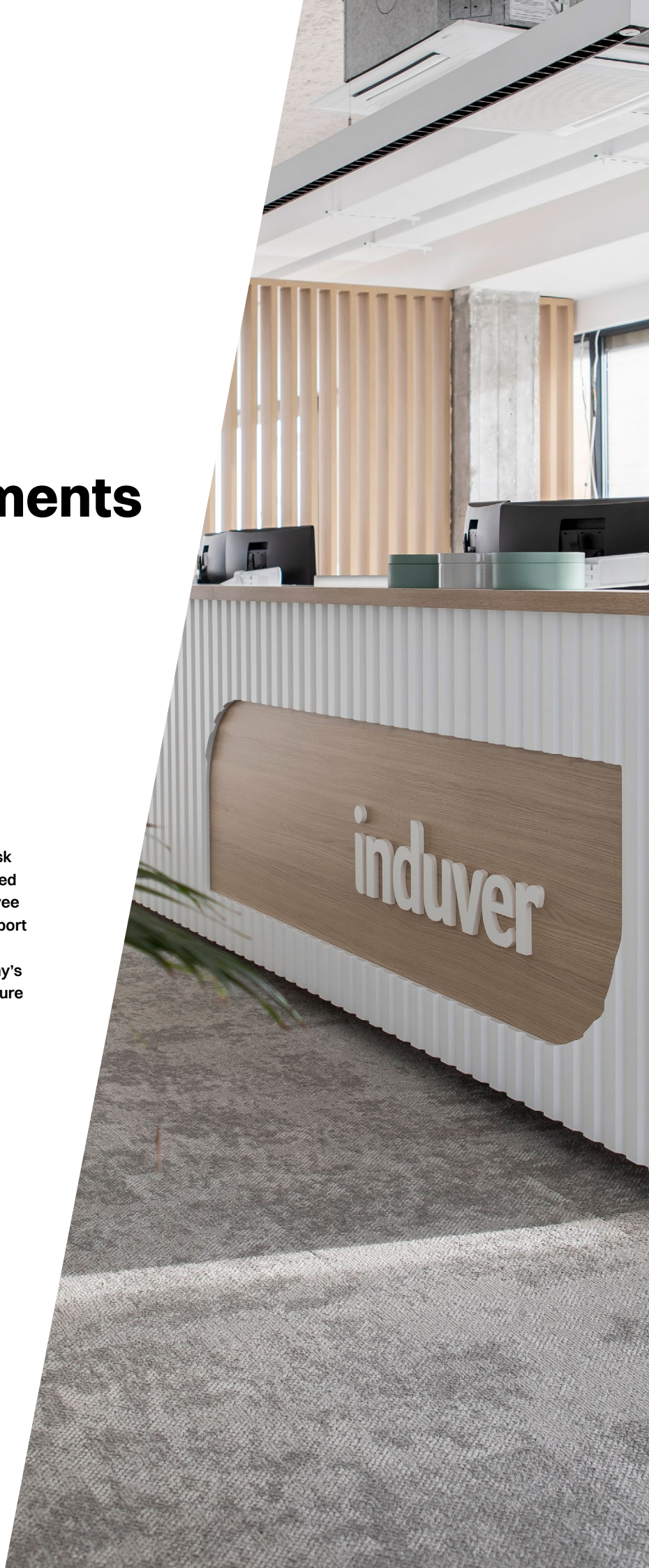


Customer Case

Induver implements 'New Way of Working' with outsourced IT management

To facilitate more efficient work and collaboration, risk adviser and insurance broker induver recently decided to standardise its IT across its four branches. Employee workstations were given a thorough update and support is now provided proactively and remotely. Cheops is induver's strategic IT partner, optimising the company's infrastructure, applications, and management to ensure the company is ready for further growth.



In recent years, induver relied on a central Citrix environment and thin clients for the IT management of its four branches. The end users, however, found that this solution was hitting its limits in terms of reliability and flexibility and that it was slowing them down. "That is why we set out to modernise our IT facilities across all branches, ensuring that everyone had access to the same powerful, flexible functionality", says Rudi Ronzani, Data & ICT Director at induver. As he is solely responsible for IT, it is even more crucial that induver's 130 IT users receive the best, most efficient support possible.

Remote collaboration

"We decided to switch to the New Way of Working (NWOW), with all that it implies, including remote collaboration", says Ronzani. "The pandemic has accelerated this transformation. Before then, we did not have the equipment or solutions to work from home or hold online meetings."

So induver went in search of a project partner, settling on Cheops soon after. "We considered various partners but ultimately Cheops convinced us because of the approach and services they proposed, their thorough preparation, and their expertise", says Rudi Ronzani.

Cheops devised a solution that already took the support model into account. Central support to end users was transferred to the Cheops Service Desk after implementation. But first Cheops implemented the required IT changes: the network and the roll-out of the new workstations including headsets with softphones and large screens. "We now have all the tools we need for problem-free digital collaboration and to access information quickly, both from home and in each of our branches", says Mieke Verstraeten, CEO of induver Antwerp and Brussels.

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Rudi Ronzani,
Data & ICT Director



Intensive communication with end users

Nevertheless, non-technical aspects, such as communication with end users, were found to be equally important. "We relied on frequent, intensive internal communication throughout this project", says Rudi Ronzani. "Along with Cheops, we organised workshops and training sessions on the new technology and the adapted service model. While this required an additional effort, it also contributed to the project's success. Moreover, Cheops implemented everything within a very short time frame."

Induver's employees are very satisfied with their new, up-to-date IT environment. "The new workstations are clearly a hit with employees and the network offers much more functionality: the modern cloud environment is more stable and efficient than our old set-up", says Rudi Ronzani. "Previously, important applications were often too slow, obviously causing problems for users in their work."

In other words, the needs of the company's employees formed the starting point for the project. As Rudi Ronzani explains, "We have observed a tremendous increase in the satisfaction scores for our IT service in our satisfaction surveys, although not everyone found it easy to switch from conventional telephony to a digital phone solution".

Cheops Managed Services for all IT-related requests

Central applications and the VoIP switchboard are in the Cheops Cloud, along with the growing number of company files. End users, meanwhile, can contact the Cheops Service Desk with all their IT-related requests.

"We used to work with another service partner, but we found that many of our employees used to ring Rudi directly", says Mieke Verstraeten. "Offering assistance wasn't always easy because our systems weren't standardised. Now everyone has found their way to the service desk. Cheops has several dedicated contacts who are becoming more familiar with our environment every day."

Interestingly enough, the number of tickets that are submitted to the helpdesk has increased, but induver does not necessarily think this is a problem. “On the contrary”, says Rudi Ronzani. “Our aim, with the switch to Cheops, was to lower the threshold for contacting them as much as possible. The idea was that end users would no longer wait passively. I think that we have succeeded in that. The large number of tickets is entirely due to the engagement of employees, who now go in search of solutions more proactively. That was exactly what we hoped to achieve. In the long term, we will also develop our range of self-service solutions further.”

A reliable IT partner

Following the changes, induver’s Data & ICT Director now has more time to focus on strategic projects. “We made a very deliberate choice to outsource to Cheops”, he says. “We rely on them. Now that they have taken the support function off our hands, we no longer have to worry about hiring or retaining IT staff, which is very difficult given the current shortage of skilled IT specialists.”

“It’s also about focus. We are not an IT company”, Mieke Verstraeten adds. That does not mean that IT is not a crucial component in induver’s activities. “We are industrial insurance brokers, meaning we work for businesses: we advise them and sell insurance that is tailored to entrepreneurs’ needs. So we do all our work on laptops with various professional applications. Without our IT environment, we would be unable to communicate with our clients and insurers. When our servers are down, our entire organisation and business grinds to a halt. So you can see how important it is to have a reliable IT partner. In Cheops, we have found a partner that understands our needs. They are easy to get hold of, and we can develop a long-term relationship with them.”

Cheops’s as-a-service model also allows induver to monitor its service levels closely and constantly evaluate them. In combination with the monthly service delivery meeting, informal contacts and the quarterly meeting at executive level, this means the lines of communication between the partners are always short.

Growing towards a strategic partnership

The collaboration has since developed into a more strategic partnership. Cheops is helping induver to make the most of Microsoft 365, among other things. “Cheops is very proactive and also offers advice”, Rudi Ronzani explains. “We find their expertise in security very relevant. They have developed an application for us that facilitates an automated approval flow when a user wants to install a printer, for example. That way everything stays very user-friendly, and security is assured. Along with Cheops, we have implemented a Managed Security Awareness Training programme for end users. This allows our employees to develop their knowledge and their alertness to phishing attempts and other security threats at their own pace. Thus Cheops has evolved from a pure service provider to a strategic partner for our IT roadmap in a very short time.”

Solid foundation for the future

Thanks to this new IT approach, induver is ready to face the future. Mieke Verstraeten: “Our employees find it more pleasant and effective to have an efficient IT environment. It also enables us to offer our customers a better service ourselves. Moreover, the new workstations are an asset for attracting additional employees.”

“Speed, flexibility and customer focus are also becoming increasingly important in our sector”, says Rudi Ronzani. “Our new IT infrastructure helps our employees achieve this. It is also a good stepping-stone towards further automation, making our organisation more agile in a market that is consolidating and getting tougher.”

Induver is always interested in growth, whether organic or through acquisitions. “A smoothly running IT environment plays a very important part in this”, says Mieke Verstraeten. “If you make an acquisition and the IT in your existing branches is chaotic, it will be very difficult to integrate a new branch. We have now eliminated this obstacle.”



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Mieke Verstraeten,
Managing Director

The Cheops solution

Benefits of the Cheops solution

- increased business continuity
- centrally managed environment
- access to IT expertise
- predictable costs
- project management and open communication
- flexible IT capacity
- stepping-stone towards growth

About induver

Induver has been a dynamic risk adviser and insurance broker for over 30 years, focusing on companies. The family business has specific expertise in industrial insurance, hence its name, 'induver'. The company has four branches, in Antwerp, Brussels, Ghent and Hasselt.

www.induver.be



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