

## Customer Case



# BTV delivers better customer service through the cloud

For more than 85 years now, BTV has been carrying out technical inspections for businesses and private individuals. The company wants to keep on improving its customer service, which is why it is currently working on automating the services it provides. And to be able to count on an optimally managed IT infrastructure, BTV has moved entirely to the cloud. BTV's IT partner, Cheops, is now providing proactive management and constant monitoring so that BTV can focus better on customer-oriented projects.

IT is becoming increasingly important at BTV when it comes to providing its customers with fast, professional service. To be a dependable partner for technical inspections, BTV has to be able to use IT systems that are reliable and available at all times. Which is why BTV's management decided to outsource its IT infrastructure and IT management entirely to Cheops.





“By placing our infrastructure in the cloud and outsourcing its management to Cheops, we gain benefits in three areas,” explains Yves Lemense, CEO of BTV. “First of all, we limit our risks to an absolute minimum, thanks to proactive management. Second, we save a quarter on the price. Finally, it means that our own IT staff can now focus on strategic IT applications that make a competitive difference. This means we can serve our customers better, which makes it a win-win-win. We have huge confidence in working with a cloud partner like Cheops and they have a great deal of experience in this area.”

## More time for projects with added value

Previously, BTV’s IT people managed the central server for the company’s ten offices themselves. But working like that was no longer tenable. “There came a time when we realised we were spending too much time on server management,” recalls Yves Lemense. “IT is very important for us, but managing our IT infrastructure was not one of our core businesses. We wanted to use our IT staff as much as possible for projects that provided added value, such as the development of our mobile app and building a webshop with a customer portal. That way we can produce our inspection reports more quickly and more accurately. By putting our servers in the cloud and having them managed by a specialist like Cheops, we can also be sure that our main applications are available all the time. That’s essential for us, because IT is crucial for our business.”

## Optimum security and backup

Cheops began by carrying out a technical audit in order to have a good look at the existing situation and make a reasoned assessment. This audit brought a number of risk areas to light, such as disaster recovery and the way the BTV server area was cooled. The facilities at the Cheops

datacentre are ideal, because BTV’s cloud partner is always able to opt for the best technology due to economies of scale. The cloud approach also means that BTV no longer has to invest in its own hardware, software and IT management and simply buys services for a fixed amount per month. This saves the organisation 24% on the cost. End-users are also able to work more flexibly and efficiently from any location and being mobile means that they can work at customers’ offices as well.

When migrating to the cloud, Cheops first had to provide connectivity between the BTV infrastructure and the Cheops cloud platform. Cheops also had to transfer more than 40 virtual servers to the datacentre in addition to setting up the required configurations. This process was carried out during office hours without the customer experiencing any inconvenience. Today the entire BTV server environment runs in the Cheops cloud, where it is managed and monitored at all times. In the most recent phase, Cheops also migrated the e-mail and diary functions of BTV’s 400 users to Office365. The whole project ran exactly to plan.

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Yves Lemense, CEO BTV

## Informed choice of a reliable partner

In the new setup, BTV no longer has any IT infrastructure at its own locations. The servers are housed on the ultra-secure Cheops cloud platform, which is fully redundant and accommodated in a Tier 3+ datacentre with ISO 27001 certification. The Service Level Agreement (SLA) provides comprehensive guarantees regarding the availability of Cheops' systems and specialists.

"Cheops now gives us the assurance that there will be no problems", says Yves Lemense. "They have never let us down. They make clear arrangements and keep to them. We have also signed a 5-year contract with them, which is exceptionally long for this type of service. It demonstrates our confidence in Cheops as a dependable partner."

Cheops was already providing IT services at BTV. Yet the organisation still looked at various other potential partners before deciding to go with Cheops. Joris Breugelmans, commercial director at BTV: "Of course the budget played an important role in our choice, but our trust in Cheops' approach and expertise was decisive. We also like the approach they take and their openness. Trust is crucial in our business, because we work with data that is important for the safety of people and materials. We also have a relationship of trust with our customers and enjoy working with people in the longer term."


## Tablets and mobile app for inspectors

BTV is now able to develop new possibilities on its reliable systems in the cloud. The inspectors have been given tablets and a mobile app so that they can draft their reports more quickly and accurately. Previously, this was still done on paper, which was cumbersome and not always legible for the customer. Internal tracking is also far more efficient as the result of digital reporting.

Yves Lemense: "We are going to start with 300 tablets and over time we will process 85% of all our reporting using the mobile app. This project would not have been possible without our current stable and flexible IT infrastructure. We also work with Cheops as a trusted partner to consider our overall IT strategy."

## A lead over the competition

For BTV, making the move to greater efficiency and automation was a very deliberate choice. Not only is competition fierce in the marketplace, but customers also have increasingly high expectations. Which means that BTV's service has to move with the times. "Cheops was great in helping us to digitise our service and make it more professional," explains Yves Lemense. "Our big clients in particular have specific requirements in that area. If we can process most of our reports using the mobile app and make them available via a client portal, then that gives us a clear lead over our competitors. As a result of these new features and a more professional look, we are stronger in certain market segments, which means we can also look to penetrate new markets."



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# The Cheops solution

## Advantages of the Cheops solution

- more time for IT projects with added value
- higher business continuity
- from Capex to Opex: no further need to invest in IT infrastructure
- cost-savings
- more flexibility and efficiency
- better, faster customer service
- guaranteed backup and security

## About BTV

BTV (Technisch Bureau Verbruggen) is an External Technical Inspection Service (E.T.I.S.) with more than 85 years of experience, 10 offices and 400 employees in Belgium. The organisation has the statutory task of overseeing safety (in the workplace) by conducting the inspection of machinery and systems required under the law, both in private situations and for companies.

[www.btvcontrol.be](http://www.btvcontrol.be)