

**Customer  
Case**

# Fast and reliable IT Service Desk for Lineas

Lineas is the largest private rail freight operators in Europe, employing 2,100 people. For the restructuring of its internal IT Service Desk, Lineas called in Cheops. Now, Cheops employees run Lineas' IT Service Desk. They reflect on the establishment and development of this partnership.



The Head of ICT Service Desk at Lineas: “Our collaboration with Cheops ensures that all our employees get fast and efficient help with their IT questions and problems. Cheops has carefully finetuned the way in which they manage the Service Desk to meet the needs of our organisation. That’s why this is the right solution for us”.

Lineas arranges the management and planning of freight transport missions daily, so it is very important that the IT works well. A few years ago, the restructuring and growth of the company put this priority high on the agenda.

“Our IT Service Desk had grown organically in the company,” he remembers. “But we realised that it was time to bring some more structure into the operations by developing the necessary processes and providing more robust tools”.

“Our organisation is complex. We employ 2,100 people and have 30 locations spread throughout the country. In order to have an understanding of the challenge in its entirety, we thought the right way to do it was to bring in independent advice from outside.”

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Head of ICT Service Desk at Lineas



## **Customised service and clear communication**

The first step to determine what exactly Lineas needed was an audit. Cheops, which was already advising Lineas on the purchase of IT solutions, devised a customised approach for this.

The Head of ICT Service Desk at Lineas: “What we noticed about the proposal Cheops made for us was that it wasn’t just a routine proposal. Their team had taken sufficient time to assess the situation and to get to know the people better. We also had room to make our own suggestions. Such a complex organisation as ours can’t do much with standard solutions”.

Apart from that, Lineas was also impressed with the clear and communicative approach that Cheops took.

“Cheops approaches everything very pragmatically. Their goal is always to find a solution. They explain very clearly what they are working towards. This underscores the fact that Cheops employs true experts in their field that look at the wider picture,” he emphasises.

## IT support starts with a feeling for the organisation

Today, Lineas reflects on the transformation they have achieved with Cheops.

Experts from Cheops help man the IT Service Desk. This consists of a permanent presence at the reception desk at the headquarters, field support employees who visit the various locations, and a service desk that is available by email and telephone.

The Head of the ICT Service Desk explains. “We have entrusted large parts of our IT Service Desk to Cheops. It works well and we don’t have to worry about it. As far as operations are concerned, they take care of the planning and continuity”.

The quality of the service is a constant priority for Cheops.

He confirms: “Our people are very satisfied with the service. Cheops has a good feeling for the organisation. The various employees rotate between the service desk, the reception and field support, so that the level of knowledge in the team is, as far as possible, equal”.

“Quality IT support begins with a feeling for your organisation. Who works there and what do they consider important? It’s not just about answering questions, but about spotting problems proactively. That’s how you avoid frustration – one of the priorities of a good IT Service Desk.”

Cheops’s service is part of a Service Level Agreement (SLA), with agreements about maximum waiting times and deadlines for solving problems.

At the service delivery meetings, which take place at set times, we discuss performance and any processes that could be improved. This way, quality is constantly guaranteed and improved.

## The result: "more room" in the organisation

Outsourcing operational IT tasks often makes life easier for companies, who can then concentrate more on their core business.

“For the IT department of Lineas, the extra resources and new processes have mainly ensured extra room”, he thinks. “Room that we use, for example, for new projects or strategic processes”.

There, too, Cheops’s help is useful.

“Cheops has access to all sorts of expertise, so if we need extra staff, the problem is resolved in no time. Cheops always finds the right (wo)man for the right job”.

“I have a contact there – my account manager – who always makes sure that our queries are picked up quickly at Cheops. That gives a lot of peace of mind and confidence”, he finishes.

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# The Cheops solution

## Advantages of the Cheops solution

- independent expert advice
- thorough analysis of the problem, completely customised
- fast and pragmatic solutions
- continuity of service
- a reliable service desk that has a feeling for the organisation
- access to expertise

## About Lineas

Lineas is the largest private rail freight operators in Europe, offering premium rail products and door-to-door logistics solutions. At the moment Lineas has about 2,100 enthusiastic employees, who together generate an annual turnover of € 500 million. Lineas has its headquarters in Brussels, and branches in France, Italy, Spain, the Netherlands and Germany. The group also has a fleet of more than 250 engines and 7,000 wagons.

[www.lineas.net](http://www.lineas.net)



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