

## Customer Case

# Port+ chooses Cheops for its migration to Microsoft Azure

Port+ is a service provider active in the Port of Antwerp. The company centralises all the information about the arrivals and departures of seagoing ships. It means that high-quality IT infrastructure and support are essential for the Port+ activities, which is why the niche player needed a custom solution and partnered with Cheops.



Port+ is a service provider active in the Port of Antwerp. The company centralises all the information about the arrivals and departures of seagoing ships. The Port+ team works 24/7 to provide information about the locks that give access to the port zone. Also, the Port+ team are experts in customs duties and the transportation of hazardous goods. Their clients are shipping- and freight companies active in the Port of Antwerp.

Benoit Lebrun, Business Unit Manager at Port+: “Our activity can best be compared to the pit stop in a Formula 1 race. When a ship docks, a hundred and one things have to happen all at the same time. And they all need to happen efficiently and fast. The information ranges from the location of the ships to arrival and departure times.”

It means that high-quality IT infrastructure and support are essential for the Port+ activities, which is why the niche player needed a custom solution.

“SMEs like us do not require a full-time IT department. So, we went in search of an external partner to take on our IT support. Being in touch with our company psychology was a critical factor. Along with mutual trust, this was vital for Port+ when it came to choosing a particular partner.”

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Benoit Lebrun,  
Business Unit Manager Port+



## **Microsoft Azure as a user-friendly and secure cloud solution**

Port+ decided to work with Cheops. Cheops had previously worked for Port+ providing IT infrastructure. Besides delivering the IT infrastructure, Cheops provided an analysis of the undocumented knowledge, and some Port+ applications were migrated to the cloud.

Benoit Lebrun, Business Unit Manager at Port+: “In the past, our IT processes were poorly documented. Besides, an SME cannot keep an entire infrastructure up to date. We were afraid that, as a result, we would start lagging behind with regard to technology. So, Cheops took a ‘deep dive’ into our administration in the short term, to place the right applications in the cloud. They sorted everything out for us.”

To make Port+ independent of the limitations of on-site infrastructure, Cheops advised the company to migrate to the cloud.

The chosen cloud application was Microsoft Azure, which is supplied through the global network of Microsoft Data Centres. For Port+, ease of use and security were the two most important factors, which is why they ultimately opted for Azure.

Benoit Lebrun: “GDPR is a hot topic: the choice of the Azure cloud ensured that we could tick at least one item off our GDPR to-do list. Cheops attached great importance to reliability and privacy, so we left the choice of Azure entirely to Cheops.

Cheops developed a roadmap in which they and Port+ set out the various steps required. These ranged from the choice of a cloud application and the migration of the Domain Controller to the transfer of the Streamline Application to Microsoft Azure.

Benoit Lebrun: “Cheops gave us a total solution: since the migration in January we haven’t experienced any problems whatsoever. We are perfectly attuned to each other in terms of communication.”

## **The power of a great collaboration: Strategic thinking and a quick response**

Besides providing IT infrastructure and taking care of the cloud, Cheops also helps Port+ with their IT service desk.

“Port+ currently has around 30-35 employees. We have one internal contact for all IT queries, who is in touch with Cheops to find solutions. It is a flexible form of cooperation, which has the advantage that everything gets done very quickly.”

Port+ sees it as an advantage that Cheops has a branch close to the port. It means that someone can be called in at short notice if necessary. Nevertheless, it was Cheops’ identity that was the deciding factor in the choice of partner.

“You need a supplier that fits your company. As an SME, if you turn to a multinational, you are just one of the many, and you are not heard enough. Although Cheops has grown in recent years through various acquisitions, it has retained its philosophy of focusing on the customer and their specific challenges.”

The personal contact with the people of Cheops was another argument that clinched the deal.

“It is essential to have a good rapport with the account manager responsible for your case. You need to convey the same philosophy to achieve good results.”

## **Always up to date with the latest developments**

Port+ certainly looks back with satisfaction on the collaboration so far and is now looking ahead to the future.

Benoit Lebrun, Business Unit Manager Port+: “Cheops switches between tasks very quickly and delivers excellent work, partly because they have a good understanding of the subtleties of our business. They also seem to be always up to date with the latest developments in IT. Moreover, they customise whatever is relevant to our company. And they never lose sight of whether these new developments are an added value for us.”



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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
- easy communication

## About Port+

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<https://www.portplus.be>