

**Customer
Case**



With AI and the Cheops Cloud, c-Quilibrium ensures cash in your ATM

c-Quilibrium automates the entire process of ordering, distributing and transporting cash for banks. The service is based on a self-developed software platform, built using artificial intelligence, which runs in the Cheops Cloud. Because c-Quilibrium delivers the software to customers through the cloud, it can focus on continuous innovation and the banks have immediate access to new functionalities.



Banks use the software from c-Quilibrium to replenish the cash supply in their ATMs in the most efficient way. This makes the performance and availability of the system crucial for c-Quilibrium's customers and ultimately also for the service toward the end user who wants to take out money. The security of the entire cloud platform is also very important, since information about cash transports is stored there.

Pioneer in AI and forecasting

"Refilling cash machines is very complex and expensive," says Steven Hackars, Product Director at c-Quilibrium. "That's precisely why we have to work as efficiently as possible in our customers' best interest - the banks, that is. We do this with the help of the artificial intelligence that is built into our software. What's more, we are a pioneer in the field of AI and forecasting. For example, the system predicts how much cash is needed at a specified time, based on all kinds of parameters. The software and services of c-Quilibrium have been continually expanded over the years with ordering options, logistic planning and approval procedures. The system is also linked to the systems of third parties, such as logistic service providers and national banks."

" Our technology now runs in the Cheops data centres. That way we can continually develop our software enabling our customers to use new functionalities right away. "

Steven Hackars,
Product Director c-Quilibrium



From sluggish and local to efficient and flexible in the cloud

Initially c-Quilibrium was installing its software locally at the banks, but it quickly realised that the time-to-market could be drastically reduced by transferring the software to the cloud. This enables the customers to start working with the system faster, and all updates and changes happen centrally.

"Because we are continually developing our software, we want our customers to be able to use our new functionalities and optimisations faster," says Steven Hackars. "That's why our technology now runs in the Cheops data centres, where we can rely on the maximum security and continuity of the Cheops Cloud. They manage all the infrastructure for us, so that we save time which we can invest in our customers. We need a lot of servers and storage space and Cheops can provide this in a flexible way. This way we don't have to worry about capacity - it grows with us as needed, while we just pay for what we use."

High demands for security and continuity

It is not always easy for c-Quilibrium to convince existing customers to migrate to the cloud. "Of course, banks are always very concerned about security," explains Steven Hackars. "It also makes sense that they are demanding, certainly when it comes to data related to cash transports. But we have every confidence in the expertise of Cheops. They closely follow everything related to security. Which is necessary because the security market is evolving rapidly and everything is becoming increasingly complex."

Major cost savings

Because new customers can start working much faster with the intelligent software through the cloud, they also make a lot of cost savings themselves. "The name of our company says it all: c-Quilibrium stands for 'seek equilibrium' - finding the right balance between the availability of cash and the cost of doing that," explains Steven Hackars. "The smart algorithms of our software match the supply to the demand according to the economic context. We guarantee our customers a significant return on investment by reducing the transport frequency for replenishing their cash machines. So the faster customers can get started through the cloud, the more profitable it is for them."

Innovate faster

The software environment of c-Quilibrium is now 'harmonised' in the cloud. Steven Hackars: "We have direct access to our server in the Cheops Cloud, which means we can immediately implement any changes to our software for all our customers and as a result save a huge amount of time. We prefer to use this for sales, innovation and the service to our customers."

c-Quilibrium now also has an ambition to win customers in Asia and South America. There is definitely no fear of a future without cash. "Cash will never disappear completely," says Steven Hackars, "but if there are fewer cash transactions then cost savings and optimisation will become even more important."

Hybrid cloud with Managed Services

As for the development environment, c-Quilibrium still has local servers in a server room, but in the long term the company also wants to move this to the cloud. "We would really like to migrate our test environment to Azure as quickly as possible," says Steven Hackars. "Cheops will then be responsible for managing and monitoring our entire hybrid cloud environment, including the test environment in Azure."



" Thanks to the Cheops Cloud we can implement any changes immediately and win time. We use that time to innovate and deliver a better service to our customers. "

Steven Hackars,
Product Director c-Quilibrium

De oplossing van Cheops

Advantages of the Cheops solution

- independent expert advice
- thorough analysis of the business DNA and pain points
- fast and pragmatic solutions
- continuity of service
- access to expertise
- easy communication
- professional project management

About c-Quilibrium

c-Quilibrium provides innovative solutions for cash supply optimisation to banks. The company has 15 employees and has operations in various countries, including France, Italy, Germany and Morocco.

<https://www.cash-supply-optimisation.be/>



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