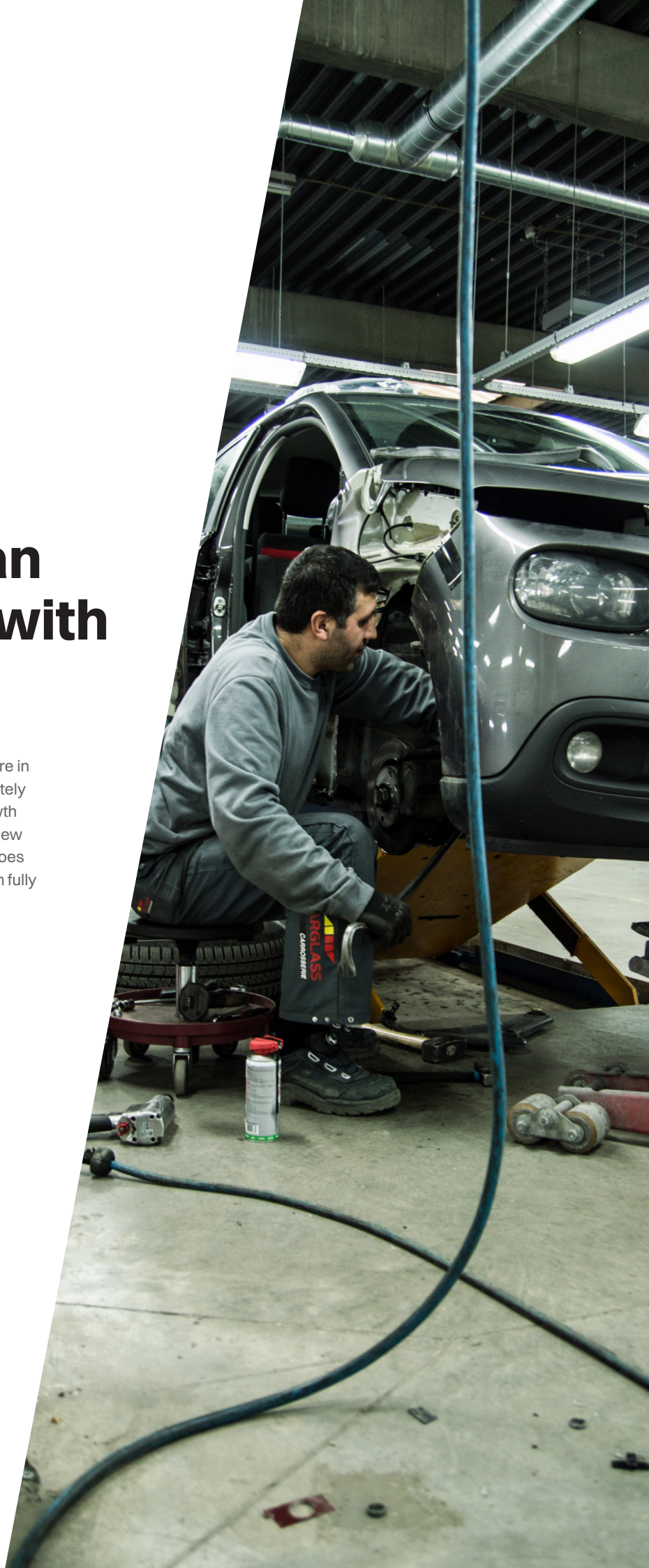


Customer Case

Carglass® Carrosserie can digitise faster with IT in the cloud

Carglass® Carrosserie has opted for an IT infrastructure in the Cheops Cloud. The IT management is also completely outsourced. In this way, the company is ready for growth and innovation: now it can add new applications and new branches with high flexibility. Carglass® Carrosserie does not have to worry about security or availability and can fully focus on its renowned customer service.



If you have a damaged vehicle, you want it repaired as soon as possible. Carglass® already offered this kind of efficient service for damage to vehicle glass, but for some time now it has also been taking care of damage to the bodywork through its acquisition of the CARE Carrosserie network, which has more than 350 employees and some twenty branches. Thanks to the scalability and flexibility of the Cheops Cloud, Carglass® Carrosserie was able to seamlessly integrate its IT environment within Carglass.

Seamless transition to the cloud

“Of course, we had to be sure that everything would work smoothly from day one,” says Piet Lievens, ICT & Project Manager at Carglass® Carrosserie. “That’s why we opted to transfer the central ERP system and other internal IT applications to the Cheops Cloud. The planning and migration went without a hitch thanks to the fantastic collaboration between our project manager, our developers in Romania and our contact persons at Cheops. No one noticed that suddenly we were working in a completely different environment, except that it was much faster and performed better. Cheops also manages our company network. This is a very deliberate strategic decision on our part, which offers many more opportunities for the future of our company.”

“ The cloud is a very deliberate strategic decision on our part, which offers many more opportunities for the future of our company. ”

Piet Lievens,
ICT & Project Manager Carglass® Carrosserie



More than “the hardware shop”

The entire IT infrastructure is now hosted in the Cheops Tier 3 data centre. Every three months, someone from Cheops comes to Carglass® Carrosserie for a periodic evaluation of the service delivery. “The Cheops specialists ensure that everything keeps running smoothly,” says Piet Lievens. “All the hardware is outsourced to them, but the nice thing about Cheops is that they do more than what I like to call “the hardware shop”. In case of incidents, for example, they quickly identify the cause because of their extensive expertise in applications, infrastructure and systems. They are highly versatile and they can talk knowledgeably about different domains. This is very important because the line between applications and business is blurring. That combination of business and IT is also what attracted us to Cheops – most of all we want good solutions that support and drive our business forward.”

Always a fallback solution in case of emergency

Carglass® Carrosserie does not have to worry about the IT environment. Thanks to the Cheops Cloud and Cheops Managed Services, everything continues to function perfectly. And if there was a major problem, the second Cheops' data centre would be activated thanks to the disaster recovery plan. In addition to the ERP package, the employees at Carglass® Carrosserie also use Office 365 from the Cheops Cloud. That means everyone always has the latest version of the software. Carglass® Carrosserie pays a monthly invoice based on the number of licences. These operational costs are predictable and therefore perfect for budgeting.

Great peace of mind about performance and availability

Piet Lievens: "It gives us great peace of mind knowing that Cheops is responsible for the stability and performance of our IT environment. The availability of our applications is very important. For example, we always have to be able to rely on our time recording system, which we need for invoicing. But the crucial asset is the flexibility of the Cheops Cloud. Since the acquisition, seven new branches have already started working with the ERP system and this went very smoothly. We just tell Cheops the number of new users and licences, enabling them to determine the load balancing so that we use the available server power and capacity optimally. If necessary, Cheops can easily add or remove servers. This scalability is ideal for us. After all, we still have a lot of future plans to increase the number of branches and further digitise our services."

Focus on customer-oriented innovation

As far as the latter is concerned, Carglass® Carrosserie is looking at the excellent customer experience for which Carglass® has been known for years. "We want to take this Carglass® approach as an example. For example, Carglass® services for repairing vehicle glass have already been digitised with a much greater focus on the needs of consumers than the bodywork services," confirms Piet Lievens. "We used to be geared towards business customers, which meant we had a more businesslike approach. With consumers, the focus is more on the personal approach. For example, they want to know in advance how much the repairs will cost. So we recently launched our Express repair service for repairing minor vehicle damage in less than 24 hours for a fixed price."

"With every new service that we develop we want to put the customer first," says Piet Lievens. "The Carglass mission - 'making a difference by solving people's problems with real care' - doesn't even mention cars. We can no longer only focus on the technical side of our services, instead we have to really tailor our processes to benefit the customer."

Piet Lievens: "In my wildest fantasies I see drones supplying spare parts. However, already today the latest technologies offer unprecedented possibilities. For example, we are specifically thinking about video calling for internal consultations about damage assessment. And we are already working on artificial intelligence for recognising damage in photos that the customers upload themselves. On this basis, they automatically receive a quotation for repairs. This service will probably become operational in the course of 2019. In addition, we are also working on RPA or robotic process automation, which lets you automate certain routine processes, such as the maintenance of your mailbox."

A flexible cloud infrastructure is in any case a great advantage in developing such innovative applications. "You always have server space available to test something out. And by outsourcing the management of the IT environment, I can continue to focus on ways to daily improve the service for our customers," concludes Piet Lievens.



" We are going to use artificial intelligence for recognising damage in photos that the customers upload themselves. On this basis, they will automatically receive a quotation for fast repairs. "

Piet Lievens,
ICT & Project Manager Carglass® Carrosserie

The Cheops solution

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 Carglass®

Carglass® is the specialist in vehicle glass repair and replacement in Belgium. Every year more than 300,000 drivers, 24 hours a day, 7 days a week, 365 days a year are helped by Carglass® in one of the 43 service centres throughout Belgium, at home or at work, with one of the 100 service vehicles.

Carglass® Belgium acquired the specialist in vehicle damage repairs CAré Carrosserie Belgium in December 2016 and renamed it Carglass® Carrosserie. Today Carglass® Carrosserie has 17 centres across Belgium.

Carglass® is part of Belron®, worldwide leader in vehicle glass repair and replacement, with service centres in 34 countries. Carglass® employs 800 people in Belgium.

<https://www.carglass.be/nl/carrosserie>