

## Customer Case



# PSS improves productivity with external IT services

At Premium Sound Solutions, the proper operation of the IT environment is vital to the business. The company produces innovative sound systems for the automotive industry and for consumers. PSS operates internationally from its headquarters in Dendermonde, where it employs 350 people. For its IT service, the company relies on Cheops' expertise. The permanently staffed service desk increases end-user productivity, improves internal IT focus on key projects, and enhances customer service efficiency.



“With Cheops we can always count on an experienced support engineer who is familiar with our company,” says Jan De Beule, Infrastructure Manager at PSS. “As a supplier of the automotive sector, we must be able to respond quickly. If something goes wrong in IT causing a delayed delivery, we risk considerable penalty clauses. That’s why we need a good service desk employee who can handle that pressure and set the right priorities. Typically, each end-user finds his ticket highly urgent, but it is up to the service desk to handle those tasks in the best order. For example, if a truck is ready to leave but the printer cannot print the consignment note, a solution must be found quickly.”

## More continuity through outsourcing

In the past, PSS had its own IT service employee for end-user support, but it was difficult to replace him during scheduled or unscheduled absence. When the helpdesk employee wanted to grow to another position over time, the company had to look for someone else. That’s why PSS decided to outsource that function.

“Our IT service desk is now staffed every working day by a highly competent IT expert from Cheops,” says Jan De Beule. “He is familiar with our business operations so that he knows perfectly what questions should be given priority. In addition to our designated IT expert, his backup colleague is also fully informed of current operations, so that he can efficiently replace him whenever needed. Moreover, Cheops’ services are easy to budget because we pay a fixed amount per month.”

**“Our IT service desk is now staffed on every working day by a highly skilled consultant from Cheops.”**

Jan De Beule,  
Infrastructure Manager at PSS



## Long-term cooperation

The IT service desk operates via a ticket system from PSS’s head office in Dendermonde. The IT expert from Cheops not only supports the 300 PC users there, but also an additional 100 at PSS’s subsidiary in Hungary.

“The cooperation with Cheops is good and we consider it to be a long-term partnership,” says Jan De Beule. “We are therefore trying to involve their IT expert as much as possible in certain IT projects in addition to the actual help desk tasks, such as the roll-out of a new mail system, server projects or network innovations.”

## Increased productivity for PC users and IT

The permanent presence of a performant service desk clearly increases the productivity of PC users. “They always get an answer to their IT questions,” explains Jan De Beule. “For our in-house IT service counting eight employees, this means great support. They can thus focus on more critical tasks such as programming, the implementation of new systems, and aligning IT with business processes.”

**“The permanent presence of a performant service desk increases the productivity of our PC users. This way, our in-house IT can focus on more critical tasks such as programming, the implementation of new systems and aligning IT with business processes.”**

Jan De Beule,  
Infrastructure Manager at PSS



# The Cheops solution

## Benefits of the Cheops solution

- more certainty thanks to a permanently staffed service desk and backup
- increased end-user productivity
- better focus of the internal IT service
- enhanced customer service efficiency
- easy to budget thanks to a fixed monthly fee

## About Premium Sound Solutions

Premium Sound Solutions headquartered in Dendermonde, Belgium is a leading sound solutions provider for both the automotive and premium consumer industry active in the development, production and sales of sound solutions. The company's Belgian site in Dendermonde and its subsidiary in Hungary employ staff of approximately 450.

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