

Customer Case



Q8 end users get IT support from Cheops specialists

Q8, one largest petroleum processing companies in the world, is working with Cheops specialists at its internal service desk to support end users in Belgium, the Netherlands, Luxembourg and France. Since this collaboration started, the satisfaction of the IT users has increased considerably. Tickets are resolved much faster and the Cheops personnel help the IT team to find solutions in a flexible and constructive way.



"I can really sleep soundly now," says an enthusiastic Bart Verschooren. As Team Leader IT Service Desk at Q8 in Belgium and the Netherlands, he has ultimate responsibility for the service desk. "The Cheops personnel make me feel that we are sharing the responsibility for the day-to-day operation of the service desk. I find that very reassuring."

Professional partner needed

Things were different in the past. The previous service desk partner proved unable to follow up on everything efficiently. Result: the problems remained. At one point, there were no less than 260 unresolved tickets. Moreover, there was hardly any documentation. Everything kept piling up, there was insufficient supervision and poor communication. In addition, it took too long to ring the alarm bells. Bart Verschooren: "It was clear that we had to change to a better organised, professional partner."

Fresh perspective from an external party

Q8 briefly considered staffing the service desk itself, but in the end it opted for a collaboration with Cheops: three people in Belgium plus one person in the Netherlands. "Cheops was very convincing and came across as very open and professional from the very first contact," explains Bart Verschooren. "That's why we decided to team up with them. With an external partner like Cheops, we also have access to all kinds of additional services. It is also useful for our organisation to have an additional party finding solutions with us, often from a different, fresh perspective."

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Team Leader IT Servicedesk at Q8



Flexible implementation of service contract

So the Cheops personnel at Q8's in-house service desk deliver more than what is expected of them. "They also go beyond the service contract," says Bart Verschooren. "In this way, we get much more service than strictly foreseen. The benefits work in both directions. We can count on people who are flexible and for them, it keeps the job interesting and more varied, so that they are always motivated and work with great drive. Incidentally, we have an agreement with Cheops for guaranteed minimum staffing levels, so a replacement is provided if, for example, someone is ill or leaves. We haven't needed that service yet."

Satisfied IT users

Since the start of the collaboration, the Cheops personnel have been able to significantly reduce the number of open tickets. No wonder the IT users are so satisfied. "Everyone can clearly see the difference compared to before. Now the end users have a solution to their IT problems much faster," confirms Bart Verschooren. "We regularly conduct a customer satisfaction survey to gauge the results. This clearly shows us that satisfaction has risen sharply. But we also hear it in the corridors, which is an important indicator. At every project meeting we receive very positive feedback about the service desk. They communicate very openly and directly with the end users and they are extremely helpful."

Good communication

Nonetheless, the new service desk team started off in difficult circumstances. Corona's first shock wave came shortly after the start of the collaboration in December 2019, which meant that suddenly the support had to be largely done remotely. This was no easy task with 500 end users spread across Belgium, the Netherlands, Luxembourg and France.

"Usually there is a lot of personal contact with the people from the service desk who are here at our head office in Antwerp," says Bart Verschooren. "The end users can pass on tickets by telephone or e-mail and through our ticketing system, but usually they can also drop in at the office of the service desk team. Corona made that impossible. Nevertheless, communication continued to run smoothly and the Cheops experts succeeded in reducing the number of unresolved tickets to 80."

Thinking along solution-focused lines

The fast resolution of IT problems is very important for Q8. If they drag on for too long, it has an impact anyway: not only on the end users' efficiency and productivity, but also on sales and even the production processes can be disrupted when crucial systems malfunction.

"In the past, for example, we had problems with a planning tool for scheduling workers at a production facility," says Bart Verschooren. "The people from Cheops now solve these kinds of problems for us as a priority. We have of course also established SLAs and every month there is a Service Delivery Meeting. There too we notice Cheops' desire to find

solutions with us in a structured and solution-focused way, without imposing anything. It makes these meetings very pleasant."

Perfect support during corona crisis

This attitude also proved to be of great added value during the corona crisis. "Like all companies, we were initially overwhelmed by corona," explains Bart Verschooren. "We had to switch to full-time teleworking for everyone in one go. The experts from Cheops supported us perfectly then. Working with our own IT people, they guided the end users and showed them how to use tools such as Teams. In addition, they provided support for the underlying IT infrastructure. They did all this perfectly. I wouldn't want to set up my team in any other way. They really are worth their weight in gold."

At Q8, they are clearly enthusiastic about insourcing Cheops specialists for the service desk. This has already led to other collaborations. "Sometimes we also temporarily engage an expert from Cheops for IT projects," says Bart Verschooren. "And given our positive experience, we will probably do that more often in the future."



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The Cheops solution

Advantages of the Cheops solution

- greater continuity
- access to IT expertise
- open communication
- flexible and solution-focused thinking
- guaranteed support
- fresh perspective from an external party

About Q8

Q8 Belgium is part of Kuwait Petroleum International, one of the largest petroleum processing companies in the world. Q8 Belgium employs some 500 people in retail, direct business, lubricating oils and the sale of domestic heating oil. In addition to managing the Belgian activities, the head office in Antwerp also directs European activities, including supporting IT services.

www.q8.be



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