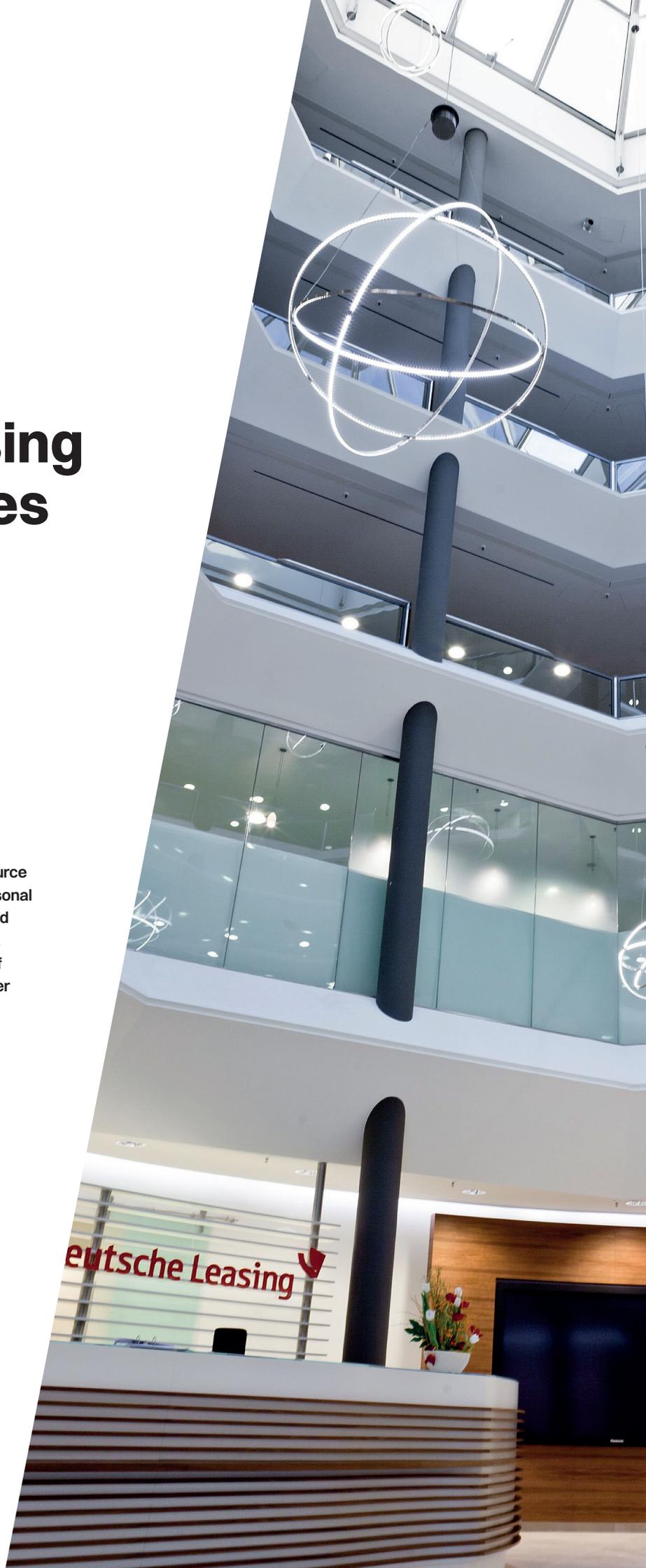


## Customer Case



# Deutsche Leasing focuses on sales and customer service by outsourcing IT management

Deutsche Leasing Benelux does not have its own IT department and made the conscious choice to outsource its IT management to Cheops. A good follow-up and personal approach means Deutsche Leasing Benelux is supported by an IT partner who also makes strategic contributions. Because it is able to rely on the security and continuity of the IT, the company is free to focus on sales and customer service.





"In fact we do not have to think about our IT anymore. Cheops makes sure everything runs smoothly which allows us to concentrate 100% on our core activities: concluding leasing contracts", says Marc Andries, Managing Director of Deutsche Leasing Benelux.

Security about the availability of their IT systems is very important to Deutsche Leasing: "As a financial service provider we have to be available to our customers at all times to respond quickly to their problems or questions", explains Marc Andries. "If we do not have access to our data or applications because of malfunctioning hardware or software, we cannot help our customers or do any work. Not to mention how bad it would be for our image."

## **Management of hardware and software completely outsourced**

Deutsche Leasing is a multinational with 2,200 employees in 23 countries. The German parent company has an internal IT department but the local sites outsource their IT to external and local partners. An important reason for this approach is that every site receives a service customised to its own local needs. This is also the case for the Benelux site,

which has 20 employees and prefers not to invest in IT expertise in-house. The leasing software is maintained by an external service provider and Cheops manages the IT environment: the delivery, the installation, the management and the monitoring of hardware such as servers, printers and laptops as well as the installation and the management of all other software.

## **Daily backup of all data**

"Cheops is a strategic partner which guarantees a stable IT infrastructure", says Marc Andries. "They are also responsible for the backup and disaster recovery of our data: every night all the data of our local servers is completely replicated to Cheops' data centre. In case of major problems such as a fire or water damage we can immediately restart on Cheops' servers. We have a remote login which Cheops can activate. Every year the Disaster Recovery Plan is tested with Cheops."

**"Every night all the data of our local servers is completely replicated to Cheops' data centre. In case of major problems such as a fire or flood we can immediately restart on Cheops' servers."**

Marc Andries, Managing Director of Deutsche Leasing Benelux

## Working with a real SME partner

Deutsche Leasing Benelux has worked with Cheops since the Benelux site was established in 2009. "Cheops submitted the best bid after a market survey", says Marc Andries. "Their size also influenced our decision: our organisation has about twenty PC users and we preferred the idea of working with a partner who is not unwieldy and is familiar with the needs of smaller companies. They have short response times and we always talk to the right person. We know these people too - we are not forwarded from one person to another, which is often the case with large IT suppliers."

## Access to extensive expertise

Through Cheops, Deutsche Leasing now has access to wide ranging expertise in which the company does not have to invest itself. "We could not possibly provide this level of expertise and continuous services ourselves", confirms Marc Andries. "There are two people - including myself - who next to their normal jobs are also the single points of contact for the IT management. For really technical questions we always contact Cheops. End-users can also contact their service desk. Cheops is up to date with the latest developments and continues to expand its services and expertise."

## On site and remote maintenance and installations

If possible, Cheops carries out the IT maintenance remotely, such as installing patches or updates.

The Deutsche Leasing Benelux servers are monitored 24/7 and managed proactively from Cheops' operations centre. In case of problems with the security or the performance of the systems, the people at Cheops receive an automatic warning. This allows them to immediately solve the problem remotely or if necessary on site. They can be on site in no time because Cheops' offices are very close.

Marc Andries: "Cheops comes to us every three months for a Service Delivery Meeting and an in-depth overview of the current situation: the general health of our IT environment, the SLAs, the number of incidents for which the service desk was called, the required time to solve them, the actions Cheops had to take behind the scenes without us knowing. Cheops gives us advice about possible procedures and warns us when our licences are about to expire. There is always time for extra questions as well. Cheops is flexible and open to discussion."

## Long-term partnership

Deutsche Leasing Benelux' servers are still located on premise but it has not excluded switching to the cloud. However, this is a long-term process because the company must meet the strict regulations for financial organisations and because it also has to respect the guidelines of the parent company. "These kinds of future plans can certainly be discussed with Cheops. In any case, for us they are a long-term partner", concludes Marc Andries.



**"Cheops makes sure everything runs smoothly which allows us to concentrate 100% on our core activities: concluding leasing contracts."**

Marc Andries, Managing Director of Deutsche Leasing Benelux

# The Cheops solution

## Advantages of the Cheops solution

- more time for core activities
- reliable backup and DRP
- solve problems quickly
- higher availability
- proactive management
- access to wide-ranging expertise
- helpdesk with fixed contacts

## About Deutsche Leasing Benelux

Deutsche Leasing Benelux is part of the Deutsche Leasing Group, which has 2,200 employees in 23 countries. The company provides financial services to companies, chiefly for investments in machines via leasing contracts. Deutsche Leasing's Benelux office was founded in 2009 and is established in Antwerp.

[www.deutsche-leasing.com](http://www.deutsche-leasing.com)



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