

## Vlijm Netwerkbeheer optimizes services with Invantive Vision

*Vlijm Netwerkbeheer bv in Nunspeet offers for more than five years IT solutions for small and medium business, such as trade companies, production facilities, business services and schools. 'For us, personal service and quality come first', says Gerwin Vlijm, founder and director of Vlijm netwerkbeheer. Recently they are supported in that goal by Invantive Vision. A new product, specifically aimed at supporting projects in the IT industry.*

*Vlijm Netwerkbeheer employs a team of IT-specialists. The service includes: website optimization, web design,*

*e-commerce solutions, CMSes, search engine optimization, web hosting, Exchange hosting, internet access (ADSL), network solutions, hardware, software and POS systems. 'We have much experience, we follow closely the developments in the industry and keep our technical knowledge up to date.'*

*'We continually strive for the highest quality. In our case this means in addition to developing and implementing appropriate applications especially a good support. To offer clients a professional and personal contact. Rapidly fix malfunctions. Solving problems for the customer instead of passing them to others. This requires good organization, structure and understanding. Otherwise, business will easy go out of*

*control and costs will rise. Invantive Vision helps us with this and it works.'*

### ***It's about process management***

*'I have started Vlijm Netwerkbeheer about 5 years ago. I noticed in my surroundings how organisations through mergers grew bigger over the years. They became inert and slow. There are less and less possibilities for rapid action and solution oriented action. Everything needs to*

*pass through more organisation layers. With serious consequences. Projects (including IT projects) take too much time, cost too much money and ultimately they don't deliver the desired results. From this I've learned a lot.'*

*'Within Vlijm I keep a short operational distance, I encourage personal involvement and I take care that we control the processes within the project. We keep the project plan*



flexible. A project needs to have the space to develop itself, based on a good structure. We formulate the objectives of the project precisely, but not the way how to reach them. The way to reach the objectives will become concrete when we start working on the project together with the client and will be based on our experience, resources and progressive insight. In this way you can avoid that only at the end of a project you discover that in the beginning you have made a small estimation error. But then you do need systems that support this approach and that are flexible enough.'

#### **A tailor made suite for the IT industry**

'What makes Invantive Vision so attractive is the huge potential of functionality and flexibility. Compared with other systems like Microsoft Dynamics, Vision is extremely flexible. We wanted to write hours per type of labor and monitor them. This is not possible with Dynamics. For Invantive it was a piece of cake to build it within Vision.'

The comprehensive functionality of Vision comes from the previously successfully, by the Dutch company

Invantive marketed, Invantive Estate. An application specifically aimed at managing large, complex and risky projects in the real estate sector. Projects where a relatively small group of people directs a very large number of employees, businesses, activities and processes. Good planning, constant control of developments, understanding costs and outcomes are essential. Characteristics which are very similar to the requirements in the IT industry. The base of Invantive Estate was therefore perfectly suited to support IT projects. Vlijm Netwerkbeheer agrees completely.

'Our workflow was carefully mapped by Invantive. Subsequently, only those features were used that were needed to support and further optimize our approach. All our wishes could easily be achieved. Nothing more and nothing less. The result feels like a tailor made suit of an excellent tailor.'

#### **Invantive Vision makes our operations more efficient**

'Previously we worked with several separate systems to support our overall business, such as a system for the registration of malfunctions, hour registration, planning system, an invoice system and a communi-

cations system. The same data had to be entered, requested and processed multiple times. This resulted in a lot of extra work and increased the chance of errors. Moreover, the systems were less flexible than we wanted. It felt like a straitjacket. We went looking for a system that 100% did what we wanted and not the other way. Invantive Vision was the solution.'

Vision is an open system that can "communicate" with other applications within an organization without any problems. This is possible with SQL, Web services or Microsoft.Net. It also contains all the functionality needed for a company for an optimum project support. The registering of malfunctions and working hours can be done with the same transaction. Project planning, control and reporting are fully integrated. All correspondence in Microsoft Outlook is linked to the project and can be consulted every moment.

The administration and invoicing are easily implemented from the current financial system, with automatically generated concept invoices from Vision. Again, no more double actions, but maintaining the



current financial administration system.

### **To know when ad hoc malfunctions become structural**

'Service and personal attention is important to us', says Willem van Zalk. He manages customer support within Vlijm. 'I have daily contact with users of our systems. IT is now in almost all companies and institutions integrated into the business. More and more people are facing IT in their work. A nurse must report its findings of the patient to a central database. In the hospitality sector, orders, kitchen and invoicing are combined within one system.'

'Users of our systems are usually not IT experts and make mistakes easily. They report malfunctions that in practice are not a malfunction but an operation error. I can quickly come to this conclusion in a conversation with the client and with help of its historical data and then explain to the client what happened and in this way prevent recurrence. If this is common, then it is advisable to advise the client to advise to give better instructions or to provide training.'

'We wanted a system that helps us to see these things, so we can ad-

viser our customers timely and in a good way. With Invantive Vision, we can continuously monitor the malfunction history and accurately determine when employees should follow a course or when malfunctions become structural and in that way it would be cheaper to replace a PC than to keep repairing it. It's easy to request the historical data and to process it into a report. Our customers greatly appreciate this proactive attitude.'

### **Grip on projects, customers and employees**

'As IT specialist you're working with the client, the project, the solution and the technology. As an entrepreneur you also want to know how profitable your business operates. Service is important but to what extent is it economically justified. With Vision we have grip on the effectiveness. Now I can see what a project would really yield. Which customers are important for our return and which customers or what kind of projects only cost money and why. I now have a tool that allows me to observe and analyze. Which employees have spent which hours for a client or a project? Was that really necessary? How can I improve? With Vision I get a real grip

on the project, the clients, my staff and their performance.'

### **I think that many IT companies will recognize this**

'Good support for the business in the IT industry is difficult. Every project that we do is different and should be individually designed, adjusted and supported. The supporting software should ensure that flexibility.'

'In addition, IT work is above all a work done by people and service is a USP. The employee and its personal contribution should be central in your company and not the accidental functionality and logic of a supporting software package. Invantive Vision is the first package that responds to the specific characteristics of our industry. We are very excited about it.'

*The benefits of Invantive Vision for Vlijm Netwerkbeheer summarized:*

- Adjusts 100% to our organization and processes.
- Allows us to serve our customers professionally, personally and proactively, our USPs. .
- Helps to keep our project processes flexible and in the same time manageable.
- Provides grip on effectiveness of projects and staff.
- Provides us the possibility for fast and effective service.
- Unlocks important management information for better customer relationship management.
- Avoids duplication of work and errors when entering administrative and financial data.
- Communicates effortlessly with other applications in our company that we wanted to keep.
- The project history is fully and immediately available.
- Vision is a unique basis for project support in the IT industry

*Also interested in Invantive Vision?*

*More information about Invantive and Invantive Vision can be found at: [www.invantive.com](http://www.invantive.com).*

*You can also contact Invantive for a personal meeting and demonstration.*

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