

## Customer Case



# Intervest leases flexible workplaces with IT in the cloud

Real estate company Intervest Offices & Warehouses invests in offices and logistics buildings to lease them to companies. Intervest also facilitates a number of 'Greenhouses': sustainable and trendy office buildings where existing customers and visitors can work, lunch and meet in a flexible way. Intervest offers all its customers a complete service in all Greenhouse locations and IT forms an important part of this service. Cheops ensures that everything functions properly.



GREEN  
HOUSE

Intervest Offices & Warehouse  
GiVi Group

VTG Railcar - Rail Logistic

Mercuri Urval

Carlson Wagonlit Travel

LeasePlan

Bruidmedia

RSA Insurance

Male Borg

Underwriters DAC

mpoor

“Cheops supplies and maintains our hardware and software, manages the servers, provides IT support to end users – also for mobile devices – and ensures that our IT environment, including Internet connections, always works,” says Jean-Paul Sols, CEO of Intervest.

Intervest’s hybrid IT environment, with some local servers and others in the Cheops Cloud, is fully managed by Cheops, so that Intervest and its customers do not have to worry about security and continuity.

## **IT is crucial for customer satisfaction and reputation**

“IT is important internally for our productivity, of course, but it is absolutely crucial for the IT services for our customers,” explains Jean-Paul Sols. “They expect the IT to be always available, so that they can work well in all Greenhouse locations. If something goes wrong there, it has an immediate impact on customer satisfaction and our reputation as a listed real estate player.”

That is why Intervest, which does not have its own IT department, would rather hand over that service to a specialist like Cheops. By entrusting everything related to IT to one external partner, Intervest always knows who to turn to for help with questions or problems.

## **Central point of contact for hybrid cloud**

“Cheops has all the expertise in-house and takes full responsibility for our IT infrastructure and management,” explains Jean-Paul Sols. “So we have one point of contact and that is much more efficient than working with multiple parties.”

Intervest has been a cloud customer of Cheops for many years. Now the real estate company has around 50 employees, spread across Berchem, Diegem and Mechelen. They can always contact the Cheops help desk. Jean-Paul Sols: “This first-line help is very efficient. Cheops responds quickly and can solve problems remotely. And thanks to the monitoring of our hybrid cloud infrastructure, the availability of the entire IT environment is optimal.”

## **Flexible working in the best conditions**

Greenhouses are becoming an increasingly important part of Intervest’s portfolio. They offer sustainable and trendy office buildings that combine coworking lounges, service-oriented offices, modern meeting and event rooms and extra services such as an ironing center, fitness facilities, restaurant and parcel service. There are three now – in Mechelen, Antwerp and Brussels – but the plan is to expand Greenhouse locations to other cities.

“Finally, co-working has become truly widespread,” says Jean-Paul Sols, “but Intervest has been working on this since 2012. Work and private life overlap and employees want flexibility in choosing the location where they work. Freelancers also often need a place where they can finish something or meet with customers in a quiet environment. Sharing is becoming increasingly common in other areas as well – just think of shared cars and co-housing. We were a pioneer in this sharing economy, but there are more and more players in the market. That’s why we want to continue to stand out with the quality of our service. Ultimately, it’s primarily about the customers being able to work well. And if there are problems – whether this involves the air conditioning, the acoustics or definitely in the case of IT – this instantly becomes a sensitive issue. A poor review gets around quickly, so everything has to work perfectly: everyone wants to be able to go online quickly and easily, and work securely. Cheops plays an important role in this. That’s why we don’t think of them as simply a provider but as a true IT partner. We expect them to act as an external IT manager for us.”

## **Outsourcing IT gives added value**

For Jean-Paul Sols the issues are clear: “By turning to Cheops, we can focus on our own core activities – the service to our customers. We want to go beyond simply leasing square metres of office or logistics space. And this is necessary because customers increasingly want a complete service.”

Moreover, the flexibility of the Cheops Cloud is a strategic asset: “Because our IT infrastructure grows smoothly, we can easily open new locations and roll out new innovations,” says Jean-Paul Sols. “For example, in the future we want to be able to notify our regular Greenhouse customers about the best Greenhouse location in terms of the traffic situation. Everything geared to the best service.”

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Jean-Paul Sols, CEO Intervest





# 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 Interinvest

Interinvest Offices & Warehouses (Interinvest) was founded in 1996 and is a public regulated real estate company (RREC) whose shares have been listed on Euronext Brussels (INTO) since 1999. Interinvest invests in office buildings and logistics properties that are leased. The company distinguishes itself by offering a total solution tailored to the customer, an extensive service, co-working and serviced offices.

<https://www.interinvest.be>



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