

Knoworries

Less Risk for Knoworries with Q-ICT

Knoworries

- IT services company based in Houten, the Netherlands
- Provides hardware, software, helpdesk, network management, project management and backup and recovery solutions

Challenges

- Data fragmentation with 36 different sources of information for employees
- Needed to reduce risk of project management errors

Benefits

- The integrated solution means that there are fewer errors from manual data entry
- Powerful automation capabilities
- Improved incident management system

Knoworries installs and maintains IT networks in SMEs. They have done this for over 15 years, currently employing 25 staff. Knoworries is constantly innovating its own company and services and leads the way in areas like the New World of Work and the paperless office. By first implementing and experiencing modern technologies and automation themselves, Knoworries are better able to better advise their customers. For Knoworries, IT management is first of all about people, the end users, who have to do their job every day. Only then will the abstract issues of 'servers' and 'environments' be considered.

As an organically grown company, automation also grew naturally over the years. At one time there were as many as 36 different data sources in the company from which employees



accessed information. "We really wanted to organise this better and more efficiently," says Bas Nieuwenhuizen, IT Manager at Knoworries and project leader of the Q-ICT project.

"We'd already made the choice for Microsoft Dynamics NAV when we met with Qurius, which offered a complete solution for IT services, based on Dynamics NAV." This complete solution is called Q-ICT, and recently a new version was launched. For Qurius, Knoworries is one of the pilot projects for this improved version.

Bas adds: "A very important requirement for us was the link with Outlook, to allow us to fully integrate the Outlook calendars of our staff and our planning tool to minimise risk of errors. Fortunately, this tool in Q-ICT is available."

"We immediately profit from the enhanced functionality of CRM. We put much energy into customer relations activities and are able to create our digital newsletter directly from CRM. Q-ICT has also improved our incident management system. The advantage of an integrated solution is that there are fewer risks of errors and all the work can be done from one interface."

The complete implementation was quite a challenge. "Back in 2008, we made the switch to Microsoft Dynamics NAV. Some vital features weren't available yet in Q-ICT, including the integration with Outlook. Fortunately, delay did not turn into cancellation and now we can further automate our planning tool. We're also pleased with the new user interface, which works a lot better." For the future, Bas sees great potential in the integration with SharePoint and the improvement of the reporting capabilities. For Qurius, these are logical steps in the further optimization of Q-ICT.

Qurius provides technology answers: design, architecture, infrastructure, deployment and systems management of Microsoft-based business and IT solutions. Headquartered in Zaltbommel, the Netherlands, we serve customers across Europe, including Belgium, Germany and Austria, the Netherlands, Spain, the United Kingdom and the Czech Republic. In 2010, we openly declared a target of 100 per cent sustainability by 2014. A bold objective, designed to drive the company to European leadership in the field of sustainable ICT. We aim to be the number one choice for customers with the same ambition and the same sustainability goals. Qurius has been publicly quoted on Euronext Amsterdam since 1998. For more information, visit www.qurius.com.

Knoworries and CSR

Corporate Social Responsibility is high on the agenda of Knoworries. The company recently moved to a new location in Houten, which was arranged according to The New World of Work. Moreover, in the new building much thought was given to energy-saving tools, including automatic light switches and power strips, so that peripheral devices do not unnecessarily remain on standby or low-power. The fleet of company cars, used often on their way to customers, consists entirely of A and B label cars and the founder drives the 100% electric Nissan Leaf.

"We consider it very important to take our responsibility seriously when it comes to the impact of our company on the world around us. We also want to advise our customers about working paperless, for instance. You can only do so when you've gained the necessary experience yourself," explains Bas Nieuwenhuizen.

