Autopolis has chosen Telindus for its needs in cloud & managed services

In the automotive world, Autopolis is a unique player in Luxembourg. Inside a single concept store of more than 5 000 m^2, it presents and sells 12 brands of cars in order to meet the widest range of needs. Representing 10 to 11% of the Luxembourg market share and with two selling points, one in Bertrange and the other in Ettelbruck, Autopolis is an industry leading actor that places customer satisfaction at the heart of its approach. As a leader in Luxembourg, it has fully understood that cost control and agility are key assets to maintain its competitive position. To tackle the challenges, Autopolis chose to outsource the management of its IT infrastructure to Telindus. Thanks to a secured, scalable and efficient ICT environment, the Autopolis IT teams are now able to focus on their business and their customers.

The challenge: transform IT into an agile and controlled model

Today, ICT constitutes an essential lever to meet customers' needs in the best of ways and ensure the support of the vehicles at any time. "During the day, our 270 employees work to satisfy customers' demands. During the night, our systems must transmit a great deal of useful information to manufacturers so as to track orders, improve the service and future developments. Nowadays, each vehicle is a computer which stores a lot of information that has to be managed, processed and transmitted. For our 12 brands, we have to manage no less than 130 applications programs. Information systems have become central in our business", Marc Devillet, CEO – Managing Director of Autopolis states.

To meet the challenges of the extremely competitive automotive world, Autopolis must constantly renew itself. This is the reason why the company wished a more agile ICT infrastructure, offering more guarantees and security. "Moorkens Distribution (MODIS), the group we belong to at 100%, took our wishes into account. We have been able to operate a transformation that has allowed us to improve cost control and to enroll in a new consumption mode of the ICT resource. Telindus offered us to implement a global solution replacing both the existing datacenters services in Belgium (within the group) but also the infrastructure components on the local level. The major

issue was to assign our own IT staff on features that enhance the support of the business. It was necessary to contribute more to the development of solutions for the deployment of a better customer service and devote more time to developing the skills of our teams. The maintenance of the infrastructure, as vital as it may be, is time consuming and creates no value for us", Mr Devillet continues.

The Telindus solution:
a global approach

For the transformation of its IT, Autopolis wanted a reliable and local partner, who would understand its needs. Through Telindus Luxembourg, the automotive actor found an ideal partner who, thanks to its technological mastery and strong expertise, could offer all required guarantees as for security and service quality. "Telindus, a major player in the domestic market, has a real expertise in the management of datacenters. Together we have been able to agree upon the most appropriate solution." says Luis Trindade, IT Manager of Autopolis. "While searching for the optimal solution, Telindus went beyond the prerogatives that we had imposed upon it, by offering a more comprehensive cloud solution in "Infrastructureas– a–Service" mode, as well as secure connectivity and managed services", Mr Trindade continues.

From left to right: Luis Trindade,IT Manager, Autopolis; Yannick Freyermuth, Account Manager, Telindus; Guy Minella, Director Sourcing & Datacenter, Telindus; Marc Devillet, CEO& Managing Director, Autopolis

The result: an efficient, secure and scalable IT service

The challenge was important. Without hindering the smooth running of operations and avoiding any interruption of services, the solution had to be implemented in compliance with a tight schedule. Less than four months elapsed between the signature and the start of production.

"It is for this reason that we chose to rely on a unique partner, responsive and flexible. Telindus was a single point of contact responsible for the management of this project", Luis Trindade continues. "They had the advantage of having fundamental values such as proximity, service, quality and innovation, in common with Autopolis".

Today Autopolis benefits from a new, efficient, secure, flexible and scalable IT infrastructure, offering a total cost control. "The solution can be easily adapted to our needs", Mr Devillet, CEO & Managing Director of Autopolis. "We have, furthermore, better guarantees as to the availability of the systems, insofar that they are provided by a Luxembourg quality partner. Our teams can therefore concentrate all of their energy on our core business, thus allowing us to innovate, develop new services and ultimately improve our customer service."

The company's benefits:

- Optimised and controlled costs
- Ability to refocus on its core business
- A gain of time and productivity
- A more agile, secure, cost saving ICT infrastructure which meets Autopolis' needs
- To rely on a responsive, flexible single partner, who shares the same values as Autopolis

AUTOPOLIS in a Nutshell

With more than 35 000 m^2 entirely dedicated to the automotive passion including 5 000 m^2 of showrooms, Autopolis has imposed itself as a major player in the highly competitive field of carselling in the Grand–Duchy of Luxembourg and the Greater Region. A unique concept store with 12 represented brands, 6 000 cars sold annually, 10 to 11% of the market share and almost 270 employees. These are the numbers that helped a car dealer evolve into a true success story.

"Telindus is the ideal partner. We benefit from their teams' experience and ability to listen daily, to implement suitable and effective solutions which respond to the challenges of our business."

Marc Devillet
CEO &Managing, Director of Autopolis

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