Case Study

IT outsourcing success

When Spuerkeess Asset Management contacted Proximus NXT, it was with the aim of outsourcing its IT infrastructure. The goal was to entrust Proximus NXT with the management of its entire IT environment by adopting its private cloud solution. The objective: to better meet the regulator's reporting requirements while enabling the digitalization of workstations through telephony via Teams.

A company specializing in portfolio management, Spuerkeess AM has long relied on the IT infrastructure of its parent company, Spuerkeess.

"In recent years, the evolving regulatory framework has required us to adapt our information systems. One of the key challenges, in particular, was to provide a comprehensive set of reports related to our activities. Historically, since our establishment in 2006, we have relied on Spuerkeess's IT service. However, as regulatory requirements have become stricter, more numerous, and increasingly precise, we needed to respond more proactively. In this context, the decision was made to outsource the entire management of our IT to an external service provider," explains Gilles Olinger, Head of Operations & Oversight at Spuerkeess AM.

Migrating to a private cloud

With this in mind, Spuerkeess AM turned to the teams at Proximus NXT to first assess the opportunities offered by a cloud solution to meet its needs. Following this initial evaluation, Spuerkeess AM defined a set of specifications and launched a call for tenders.

"From the outset, our goal was to rely on a single partner capable of managing our infrastructure and IT environment, as well as all workstations, the network, and printers. More broadly, it was crucial that our service provider could meet all the regulatory requirements we are subject to," continues Gilles Olinger.

Ensure regulatory compliance

It is the Proximus NXT team, as a Support PSF, that was chosen by Spuerkeess AM to manage all of its IT needs. The integrator and telecommunications operator therefore supported Spuerkeess AM in its migration project, taking over all the elements that Spuerkeess had been managing to deploy them in its Uflex private cloud.

"Our partner, starting with their solution, provided us with all the necessary guarantees in terms of confidentiality and service availability, ensuring complete management of the environment and advanced support," assures Gilles Olinger. "One of the challenges at the heart of this migration was replicating the existing security policies in this new environment, particularly at the Security Operations Center (SOC) level, which continuously monitors the system to detect and respond to incidents in real-time."

Deploy new tools

Beyond taking over the management of the entire IT environment on which Spuerkeess AM relies, this project presented an opportunity to evolve the workstations, as evidenced by the deployment of Microsoft 365 and the replacement of the old phone system with the Teams solution. "At this level too, the Proximus NXT team allowed us to gain flexibility while providing us with guarantees regarding the compliance requirements set by the CSSF," continues Gilles Olinger. "Our employees now have new tools, offering them greater flexibility in their daily tasks."

A well-managed migration

This migration project was successfully completed over a six-month period, with the transition to the new environment taking place over a weekend. "This transformation was particularly well-managed. The Proximus NXT teams worked closely with our employees as well as with Spuerkeess's IT department to secure the migration and ensure its success from start to finish," explains Gilles Olinger.

A single partner

Once the migration was completed, the teams at Spuerkeess AM and Proximus NXT worked together to, among other things, establish IT reports tailored to the requirements of the regulator and the company's clients. "It took some time to agree on the right templates. Our partner managed to implement a specific solution to meet our precise needs," adds Gilles Olinger. "Today, we are very happy to rely on a responsive service provider, with a single point of contact who is constantly overseeing our entire environment and able to meet all our IT needs. Feeling supported and well-managed is extremely reassuring."

Discover their story

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