



## Vanheede Environment Group

*Solidifies grip on the network infrastructure*

### Waste disposal company Vanheede solidifies its grip on the network infrastructure through Videns Managed Ipanema Service

“The world of waste disposal is slowly but surely becoming a technology-driven world. With all of the processes within Vanheede having been digitised, the need for a stable basis – our network – has grown tremendously.”

Chief Information Officer Olivier Knockaert of Vanheede Environment Group has seen his ICT department grown from four to twenty people in ten years’ time. This group of twenty supports all of the Geluwe, Belgium based family business which has, over a course of 50 years, grown into an international player in the market of waste disposal, recycling and energy production with twelve sites across the Benelux countries and France.

“Our users need to be able to trust our network for a full 100%. Videns IT Services offers exactly that peace of mind. With their Ipanema solutions and services, they offer security to our colleagues at our twelve sites.”



### Vanheede Environment Group

Vanheede Environment Group is a family company that has been active in waste transportation, disposal, and recycling for over 50 years. Vanheede Environment Group has around seven hundred employees at twelve sites across Belgium and France. The group of companies handles around 828,000 tons of waste on a yearly basis, 91.2% of which gets repurposed. The company produces some 42 million kWh of green energy in its plants, supplying 11,970 households with electricity. Vanheede Environment Group reports a non-consolidated yearly turnover 115 million euro.

[www.vanheede.com](http://www.vanheede.com)



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The Belgian company is active in waste transport and disposal across the Benelux and France using a fleet of 250 trucks. All of the software that is being used for logistics and ERP planning, office applications, commercial tasks, central staff planning, HR and invoicing run centrally on servers at the headquarters site. The decentral sites access the applications through server based computing.

#### **Fast and easy roll-out of new releases**

Knockaert: “Ipanema Autonomic Networking System manages the traffic flows across the various connections we use. In the past we had to overcome performance issues. We were able to tackle these partly by separating certain functions of the network, but mainly by making much more efficient and effective use of our network. Some years ago, we already switched to Ipanema solutions. However, the WAN provider we were with at the time, could not offer us the required level of autonomy over our network traffic. They lacked flexibility. Also, we noticed they were often behind on releases. With Videns IT Services as a partner, there has been a noticeable change. The managed services and pro-active management eliminate downtime and we really benefit from a quick and controlled roll-out of new releases. The transition also went very smoothly.”

#### **Mission-critical**

The ICT department at Vanheede is split up into teams for operations, business applications, project engineering and data management. The twenty team members manage an environment with a network that facilitates not only the

regular office applications and ERP, but also the integration with some of the software running the machinery. All this makes it a mission-critical network. Knockaert explains: “We work with a fully centralized model based on Citrix technology. Ipanema has proven it can optimize the running of the Citrix protocol. All data is centrally stored in two fully-owned, autonomous data centers and is accessed through MPLS connections. But we’re always on the lookout for cheaper solutions. With Ipanema we are able to define a software defined WAN, splitting up network traffic and having part of it run on cheaper, somewhat less stable connections. But of course that specific traffic is only the less critical kind such as web and backup traffic. By bundling up three of those lines, sometimes even from various providers, and by using Ipanema’s Dynamic WAN Selection feature, we’re able to reach a perfect network performance.”

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#### CHALLENGE

Switch over to Videns IT Services for the management of the LAN and WAN network. The challenge for Videns: give Vanheede more autonomy in controlling and managing network traffic, and facilitate a controlled roll-out of new features. Stable internet connections between the twelve sites, supporting two hundred network users on a network with ERP and office applications and integrated machine control software.

#### SOLUTION

Managed Ipanema Service from Videns for 24/7 support. Ipanema ip|400ax engine on the central hub location, Ipanema ip|40so engines on eleven sites. Ipanema SALSAs Unified Central Management for pro-active management.

#### BENEFITS

Effortless switch to Managed Ipanema Service by Videns without any downtime. Pro-active management of the network prevent network problems from occurring and interfering with users' activities. Timely roll-out of new management releases and more autonomous control over the network, gives Vanheede better grip on the ever busier network, while keeping costs under control.



InfoVista is the leading provider of cost-effective network performance orchestration solutions at the service of a better connected and collaborative world. Their solutions empower communications service providers and large enterprises to ensure a high-quality user experience by achieving optimal network performance and guaranteeing business-critical application performance. InfoVista's expertise and innovations provide a new level of actionable network, application and customer intelligence, visibility and control across all services, all technologies, and all domains of both the fixed and mobile networks.

## Central to decentral

"Slowly but surely we are beginning to see a movement away from a fully centralized organisation to more of a mixed type organisation," Knockaert continues. "We are currently researching whether we can better support in particular our mobile workforce, by switching to Office365. This will require a more intensive use of caching and the likes. At the same time, network performance should not suffer any negative effects, as this would impact our end-users directly."

As strong points of the service offering of Videns IT Services, Knockaert specifically mentions the quick and controlled roll-out of new features and the pro-active services management. "In our quarterly meetings with Videns we discuss the network traffic measurement and the changes we see in trends. Videns always offers solutions to problems that might occur in the future. They give me a one-pager of the current state of affairs. Which is sufficient for me to inform our business management of the status of everything that is going on with the network."

## ABOUT VIDENS IT SERVICES B.V.

Videns provides secure, intelligent and application aware network solutions that dynamically adapt to your business requirements. We use next-generation network products and cutting edge Software Defined WAN technologies, to deliver our fully managed and OpEx based services. Videns IT Services is a privately owned company, founded in 2012 by a team of seasoned network and ICT professionals with a broad international experience. Although based in The Netherlands, serving international customers means our business is international by nature. We want to be a leading regional and independent provider of Application Aware network services and Next Generation networking solutions.