



Customer Case

ACV



Inetum-Realdolmen gives ACV peace when purchasing ICT equipment

Purchasing ICT equipment and support for an organization with 3,000 employees is no easy task. Trade Union ACV relies on Inetum-Realdolmen to handle this for its own ICT department without making any compromises as to business continuity. Inetum-Realdolmen set up a personalized ICT web shop for the trade union and also offers after-sales support.

ACV is the largest trade union in Belgium with around 1.6 million members. The trade union also has 80,000 supporters and 3,000 employees spread across 180 sites. They provide many services, such as handling the files of unemployed people.

Ensuring business continuity

“As an ICT department, we need to properly support the infrastructure of these employees so that they can offer an excellent service to our members,” states ACV Support & Procurement Manager Koen Gryson. “Our employees need a high-performance laptop and good auxiliary equipment to be able to do their work properly.” He emphasizes that business continuity is very important in that regard. “This is all the more so during the pandemic, as we need to provide the necessary support to hundreds of thousands of employees who are currently not working.”

Given the large number of ACV employees, this inevitably also involves high volumes of equipment. For example, in 2020 the trade union had to order no fewer than 1,650 laptops, 560 desktops and 1,500 screens. This is a huge amount of work when organized internally. In addition to the actual purchase or order, there is the logistics of getting all the equipment to the right offices. Then there is the help desk for the employees that needs to be managed, and possible repairs that need to be arranged and monitored.

“Thanks to our collaboration with Inetum-Realdolmen, we don’t have to worry about ordering, delivering or repairing laptops, desktops and auxiliary equipment. This allows the ICT department to focus on its core tasks.”

**KOEN GRYSON,
SUPPORT & PROCUREMENT MANAGER @ ACV**



A customized webstore

HCV wanted to take the weight off its ICT department's shoulders as much as possible at this operational level, as this would allow the department to focus on specific strategic tasks that add more value to the organization. The trade union contacted Inetum-Realdolmen to find a suitable solution. "Inetum-Realdolmen has created a fully automated webstore for us where we can purchase our standard equipment," explains Koen Gryson. "This includes laptops, PCs, screens, mice, keyboards and peripherals."

The solution is based on Rstore, Inetum-Realdolmen's own webstore. It has been fully personalized for ACV. For example, the product range is fully tailored to the trade union's budget and requirements. "For our latest specifications, we chose Fujitsu machines because of the durability, ecological advantages and value for money they offer," adds Koen Gryson. Ergonomics is also important to the trade union, especially when it comes to doing quality work.

Watch the video here:



MORE INFORMATION?

About Inetum-Realdolmen: www.realdolmen.com

About ACV: www.hetacv.be

Single point of contact

Only the selected Fujitsu devices and accessories are available in the ACV webstore. Inetum-Realdolmen also ensures they are immediately available at all times. This proved to be highly convenient during the coronavirus pandemic, when everyone quickly had to order additional equipment for people working from home. Once the devices are delivered, the ACV ICT department puts an image with the required applications on them.

In the unlikely event of a defect, ACV can turn to Inetum-Realdolmen's services once again. "Inetum-Realdolmen offers an extra Warranty Pack on top of the manufacturer's warranty. This guarantees an on-site intervention the next working day as well as repairs within four hours," explains Koen Gryson. If recovery is not possible within that time frame, Inetum-Realdolmen will provide the employee with another device. This ensures business continuity in the office. "It is very reassuring for our employees to know that they will be assisted quickly in the event of any problems. Above all, it is important that we have a single point of contact for all our questions and problems regarding office equipment," he concludes. "Inetum-Realdolmen fulfils that role to an excellent standard."