



COMPANY



FULL SCALABILITY



AI-DRIVEN AUTOMATION



75% INCREASE IN PORTAL USAGE

A Leading Dutch ICT Provider Steps Into the Future of ITSM

VX Company Managed Services is an ICT service provider for small- and medium-sized businesses that prefer to contract with third-party IT services, rather than maintain an in-house IT department. In practice, their clients are companies with office environments of up to approximately 300 workstations, usually with Microsoft chosen as their technology platform. VX's primary business objective is to be known as a highly sustainable IT service provider, due to excellent solutions delivered by an excellent service organization that prioritizes professionalism and information security.

VX Company Managed Services consistently delivers continuity and customer satisfaction – with over 20 years of experience, service orientation is in their blood, and VX deeply values personal contact with customers. VX is known not only as a supplier but as a genuine extension of their customers' organizations.

VX is located in Baarn and Deventer in the Netherlands, and focuses on serving organizations located in the Netherlands. However, some of their customers have subsidiaries or office locations abroad. For example, one of their client organizations operates in 13 countries, and VX serves some of its international subsidiaries.



"4me is fast and truly fully equipped with the latest technology in automation, integration, and functionalities. With 4me, we can automate everything seamlessly."

Jannick de Beer

Process Manager & Application Manager at VX

Industry

Managed Services

Location

Netherlands - Serving 13+ countries

Challenges

- Ineffective ITSM automation and integration
- Lack of ITSM adaptability for organizational expansion
- Inefficient ticket management

Key Successes

4me's easy, advanced, and complete ITSM platform, providing:

- AI-driven automation, including auto-translate
- Scalability
- Optimized ticket handling
- Time and cost savings

Adopting Modern ITSM

VX's existing ITSM product, Cherwell, was not capable of automating tasks or integrating easily with other systems. It was a legacy product and kept the organization from expanding. As such, VX began the search for a new ITSM system that was more adaptable, scalable, and growth-friendly.

VX vetted TOPdesk, Zendesk, ServiceNow, Freshservice, and 4me as candidates for their new ITSM system. They elected to adopt 4me, finding that 4me was fast and fully equipped with the latest technology in automation, integration, and functionalities. VX was impressed, for example, by 4me's automatic translation tool, which has since proved incredibly useful, as the company serves numerous customers stationed abroad. Furthermore, 4me's automation module stood out as an excellent feature, making tasks more efficient and convenient. With their legacy system, VX lacked automation modules, but with 4me they can automate everything seamlessly. "What's more," Jannick de Beer, Process Manager & Application Manager at VX says, "all of these features are included in the monthly fee of 4me!"

Scope of Implementation

- Request Fulfillment
- Incident Management
- Configuration and Asset Management
- Change Management
- Release Management
- Project Management
- AI-Driven Automation

4me was implemented by 4me's partner, onITnow. VX loved their expertise and efficiency, with onITnow rapidly getting 4me up and running, and providing extensive training for VX staff. onITnow is the largest service management specialist in the Netherlands, boasting the broadest service portfolio in the country and a unique, rapid, highly effective approach to implementation and management.



A Leap Forward in Efficiency and Productivity

Since implementation, 43,478 tickets have been handled, with an average of 2,557 tickets per month -- a vastly higher amount (and with a lower error rate) than achieved with VX's previous platform.

The current departments and teams using 4me include VX's management board, back office, service delivery management department, process management, system architects, system management, support, and their service desk.

The greatest improvement that VX has seen since adopting 4me? With the launch of the VX Self-Service Portal, they decided to discontinue the option to submit tickets via email after two months. This has significantly contributed to the efficiency of ticket management, and customer organizations are highly satisfied with the portal's usage. 4me's automation capabilities have fully streamlined ticket-handling, lowering error rates and accelerating processing.

"We are inspired by the engaging weekly updates from 4me, which provide us with new functionalities and opportunities to further enhance our systems," says Jannick de Beer, Jannick de Beer, Process Manager & Application Manager at VX. "We've built an impressive system that we can benefit from for years to come."

Additionally, 4me's automation capabilities have been fully deployed, vastly enhancing users' efficiency and lowering error rates.

Key Takeaways

VX is pleased to have found an ITSM platform that adapts to their evolving business needs and size. 4me has proven to be an easy, advanced, and complete ITSM solution that boosts VX's service management capacity, aligns their ITSM with their overall business goals, and is fully future-proof.

VX's Challenges:

- Poor ITSM automation and integration
- Lack of ITSM adaptability for organizational expansion
- Cumbersome, email-based tickets

Solutions via 4me:

- Full integration capabilities
- AI-driven automation, including auto-translate
- Scalability
- Optimized ticket handling
- Time and cost savings

With 4me, VX is poised for exciting growth and a future of complete connectivity and workflow efficiency!

[Hear from other customers](#)

[Speak with an ITSM expert](#)



onITnow is the new standard in service management: a powerful synergy of six leading ITSM specialists: Expertize, Experience Design, InfraVision, Joost-IT, Mproof, and Streamline Partners. With our combined expertise and advanced technologies, we define the future and provide the most comprehensive solutions for delivering, managing, and optimizing services.



4me is transforming service management for the modern enterprise. 4me's AI-forward, service-oriented, multi-tenant SaaS platform seamlessly connects teams to optimize IT service management. 4me's ability to automate cross-functional workflows makes frictionless service delivery possible, significantly improving business outcomes.