# DEKKER

## Cloud migration increased flexibility, stability, and reduced management burden.

**DEKKER**

— SINCE **1930** —

## "worXpace does what it should do and is very stable"

Dekker Zevenhuizen is well-known in the business market as a supplier of furniture and accessories for kitchens, bathrooms, and other sanitary products. In the production of custom countertops for kitchens and bathrooms, this almost century-old Dutch company has been a market leader for years. Through its own trading branch, Dekker markets a wide, complementary range of products, including mirrors, wall panels, (boiling water) taps, LED lighting, and bar stools. A recent acquisition was an opportunity to immediately switch to cloud workspaces. ICT Manager Raymond Kops explains this choice in detail.

### Challenge

After the acquisition, Dekker needed to ensure their workspace management and stability while the number of office workstations more than doubled.

### Solution

Switching to worXpace provided a stable and user-friendly solution, including a self-service software portal for end users.

### Benefits

The implementation of worXpace resulted in less management burden for the ICT department, improved service levels, and more efficient application management and assignment.

The acquisition involves Topline Custom Countertops, which has production locations in Beuningen and 's-Heerenberg in The Netherlands. Since Dekker already had two production sites in Zevenhuizen and Alphen aan den Rijn and started a factory in Wijchen two years ago, the total is now five. The number of automated office workstations thus increased from around 200, of which 150 are office and about 40 in production, to 450. A significant doubling. Raymond: "Until the acquisition, we had been working almost problem-free with Scense by AppiXoft for workspace management. That's their on-premise variant. With the launch of their cloud version worXpace, it became clear that AppiXoft was shifting its focus to the cloud, logically putting most of the development effort there. Since the number of workstations at the acquired Topline locations was relatively limited, around forty per factory, it seemed like a perfect test case for the full migration to worXpace."

**Raymond Kops**
ICT Manager
Dekker Zevenhuizen

## Stability and Performance

According to Raymond, there was another important reason to switch to the cloud version. "We were quite taken with the Service Point within worXpace. This is a self-service software portal that allows end users to install their own software using a nice and user-friendly interface. This saves us a lot of time and headaches as an ICT department. Although we were very satisfied with Scense, we wanted more certainty about the stability and performance of worXpace. For that reason, we made a reference visit to a vocational school with several thousand worXpace users. There, we asked questions about how they approached the migration from Scense to worXpace. We also delved into the issue of local Active Directory on-premise

themselves, regardless of the device they are working on at the time. This translates into significantly fewer calls to our service desk." The implementation itself also went smoothly. The year-long process was a conscious choice by Dekker.

## Improved Service Levels

"Before the migration, our ICT department received about three days of training. We then carried out the migration in a very phased manner, choosing to first implement worXpace at the new locations before the existing ones. Otherwise, the implementation would have been much faster. We had little input from employees at the acquired locations, as those factories were relatively low-tech. With all the findings in mind, the implementation at all other locations went much faster. The fact that all branches have been using SAP



'Because users can install their own software through a portal, our management load has decreased'

versus the Azure environment. This is relevant because, at De Dekker Group, we have a hybrid environment and not everything runs in the cloud. Our production applications remain on-premise for now."

## Fewer Calls to the Service Desk

That visit convinced Raymond and his ICT colleagues. The fact that Raymond himself barely needs to be involved with worXpace since the implementation is very telling. He can leave it, like most other ICT matters, to his 17-person department. This includes two system administrators, four service desk employees, application managers, master data managers, and colleagues responsible for managing factory machines. Raymond: "At an initial rollout, only an operating system and some ICT management tools, including worXpace, are installed on a laptop. Based on assigned rights, users can install the necessary software

as their ERP system for years facilitated the transition. Overall, the biggest gains were made at the Topline locations because we no longer need to visit each location for every little issue or rely on the time of a local employee. This has tangibly improved the service level," says Raymond.

## About Dekker

Dekker was founded in 1930 and has been a leading name in the Dutch home market for many years. As a family business, Dekker specializes in processing high-quality materials into custom countertops for kitchens and bathrooms.

With branches in the Netherlands and Sweden, Dekker is an internationally operating company with factories and storage warehouses that are among the most modern and efficient in Europe.

## Goals Achieved

When asked if all the pre-set goals were achieved, Raymond responds: "Our primary goal was not more functionality but flexibility and less management burden. This has certainly been achieved in the area of application management and assignment. We no longer spend time managing servers and our SQL databases. We simply consume a service, and the entire backend management is handled by AppiXoft.

One of our goals was to have a lean & mean image, requiring only Windows updates. This has been achieved. Finally, as in previous years, we are pleased with the collaboration as such. Since AppiXoft is not a cumbersome organization, we can respond promptly, and they always react quickly. They also think along well, even financially, and give tips on how we can do things more efficiently."

"Therefore AppiXoft is more of a partner than a supplier for us. We also work with a support organization in India for certain activities, and I can tell you that is an entirely different story."

## 'AppiXoft is more of a partner than a supplier for us'

**About Appixoft**
Through our high-end User Workspace Management solutions, we deliver dynamic applications in a personalized workspace to many thousands of satisfied users worldwide. worXpace plays a strategic role in delivering functionality and real-time access to the right persons, in time, wherever they happen to be. By doing so, we enable organizations to deliver business-critical applications and information quickly and efficiently. We work towards the ultimate productivity and user experience for both end users and administrators. And with a great sense of honesty: Appixoft provides, worXpace delivers!

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