

NRB Group

A reliable and secure on-premises alerting solution



"We wanted to have something directly on-prem and exchange our physical servers for virtual ones. Enterprise Alert ensures higher internal flexibility for our technical teams. The product was easy to implement and just as easy to use."

Gregory Beterams, NRB Group



Background

With a consolidated turnover of € 333 million and over 2,200 employees, the NRB Group ranks in the top three of the Belgian ICT industry. NRB helps its customers to fully benefit from ICT assets in order to optimize and accelerate their processes, innovate and allow their business to grow and evolve with a view to keeping up with the new digital reality. Within this context, NRB provides a complete range of ICT services based on four key areas: consultancy, software, infrastructure & cloud services, and managed staffing.

Situation

The NRB Group had a solution in place that ran on physical servers without the option to be virtualized. It was also lacking reporting capabilities that were essential to ensure transparency. They set out to scan the market for a more modern and reliable alerting option and identified some key functionalities as follows:

- Reliable alerting by SMS for a variety of technical duty services
- Mobile alerting on critical tickets opened in their ticketing system
- Implementation of various mobile authentication options and services

Solution

Enterprise Alert was introduced to the NRB Group by Deraldack's Belgian partners of M2Mcom. The evaluation showed that the product was perfectly suited for their needs including adding the desired transparency

and reliability that their old solution lacked. And Enterprise Alert is a modern on-premise solution that meets all the high security and data privacy standards while still offering a lot of flexibility for adding on additional use cases.

With Enterprise Alert, the NRB Group can ensure a fast, reliable and effective response to incidents threatening the continuity of their services and operations. This significantly improves functionality and control over their processes and systems. Deraldack's local Belgian partner of M2Mcom provided the ideal set up including a powerful network modem for sending and receiving of SMS alerts. All of NRB's Enterprise Alert uses can now easily check reports, receive critical alerts and experience increased ease of use for locating information essential to handle critical issues.

Benefits

Here is a summary of some of the benefits the NRB Group enjoys:

1. Instant and reliable delivery of critical IT incident alerts
2. Up to date alarm information at any time of the day
3. Added flexibility and increased transparency
4. Easier integration with solutions that need to interact with Deraldack
5. Cost-savings
6. Time-savings due to its simplicity of using it on a mobile device

Client

NRB Group, Belgium

Industry

ICT industry

Business needs

- Active directory integration
- On-premise solution for data protection and security reasons
- Virtualizing the environment while staying on-premise
- Flexibility to expand and add upcoming use cases

Business benefits

- Instant and reliable delivery of critical IT incident alerts
- Up to date alarm information
- Internal flexibility
- Costs savings and increased efficiency

Learn more

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