

Case study

Horizon

Technologies



React



Django



Flask



Openshift



Docker

AI



Client since
2022

Location
Hasselt / Belgium

Industries

Ticketing | Collaboration | Cloud provisioning | Outsourcing | Hardware providing

About the client

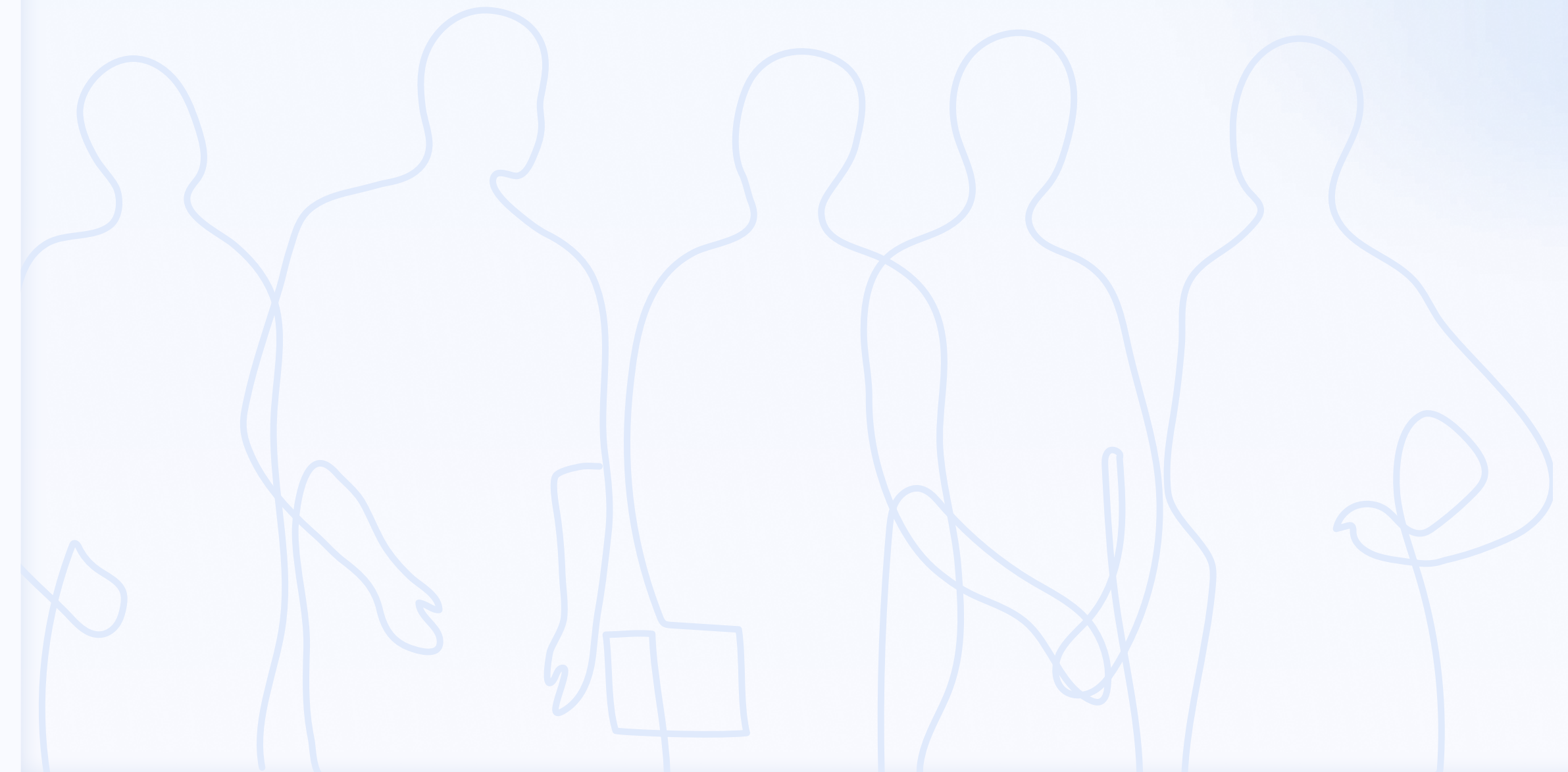
Cegeka is a prominent European IT services and solutions provider known for its extensive expertise in technology-related services. With a strong presence in several countries, the company offers a wide array of services, including IT consulting, software development, cloud solutions, managed services, and infrastructure support. Cegeka is dedicated to assisting businesses and organizations in harnessing the power of technology to achieve their goals.

Cegeka's Horizon Technology Platform serves as an order platform, ticketing service, chat support, digital assistant, KPI charts, and cybersecurity dashboards for reporting incidents and alerts.

Clients
2500+

Employees
6.000+

Business size
870 mil €+



The Challenge

⚠️ Cegeka was dealing with scattered operations across multiple systems, which led to a lack of clear, unified monitoring. This fragmentation made it difficult to connect different data sources, resulting in obscured insight into essential performance metrics and cybersecurity events. Such disarray was impeding their ability to scale effectively. Recognizing the implications, it became clear that a centralized platform was crucial for efficiently managing orders, support tickets, and customer interactions.

The Results

- ✓ Modernized frontend using React to provide a user-friendly interface.
- ✓ Leveraged Django and Flask, ensuring smooth data handling and server responses.
- ✓ Deployed Openshift for cloud hosting, guaranteeing uptime and robustness.
- ✓ Incorporated Docker for containerization, optimizing application deployment, scaling, and management.
- ✓ Developed a unified dashboard that integrates order processing, ticketing, chat support, and cybersecurity oversight, offering a centralized view for users.
- ✓ Implementation of advanced cybersecurity reporting tools for vigilant monitoring and alerting of security incidents.
- ✓ Developed KPI charts that furnish users with in-depth insights into performance metrics.
- ✓ Introduced AI-powered digital assistant to enhance user interactions and offer immediate support.

Project's impact on business

The number of clients onboarded **increased by 50%** in just over a year.

The platform now manages **11,500 onboardings** per month.

The system efficiently processes **3,400 tickets** monthly, providing superior customer support.

The platform successfully handles **120,000 monthly orders**