Case study

ITP

Technologies

Python | Django | Kafka | Redis | MS SQL

MySQL | splunk> | Dynatrace | JSON-e

cegeka

Client since	Location
2022	Hasselt / Belgium

Industries

Ticketing Service | Collaboration Tools | Integrations

Order management | CIs | Assets management

Clients stats before we joined

Number of client integrations

10

Number of transactions per month

8-10k

Client stats after 1 year with Exigea

Number of client integrations

70 ↗

Number of transactions per month

70k-100 k ↗

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 Integrated Technology Platform (ITP) plays a pivotal role in bridging external clients with their comprehensive IT services platform. Our collaborative work alongside Cegeka has been instrumental in facilitating seamless integrations for notable clients, including the Belgian Government (specifically the Flemish Government), NN Insurance, and Argenta Bank. This system underscores Cegeka's commitment to delivering cohesive, client-focused solutions, enabling these major organizations to integrate effectively with Cegeka's robust technological infrastructure, thereby enhancing operational efficiency and service delivery.
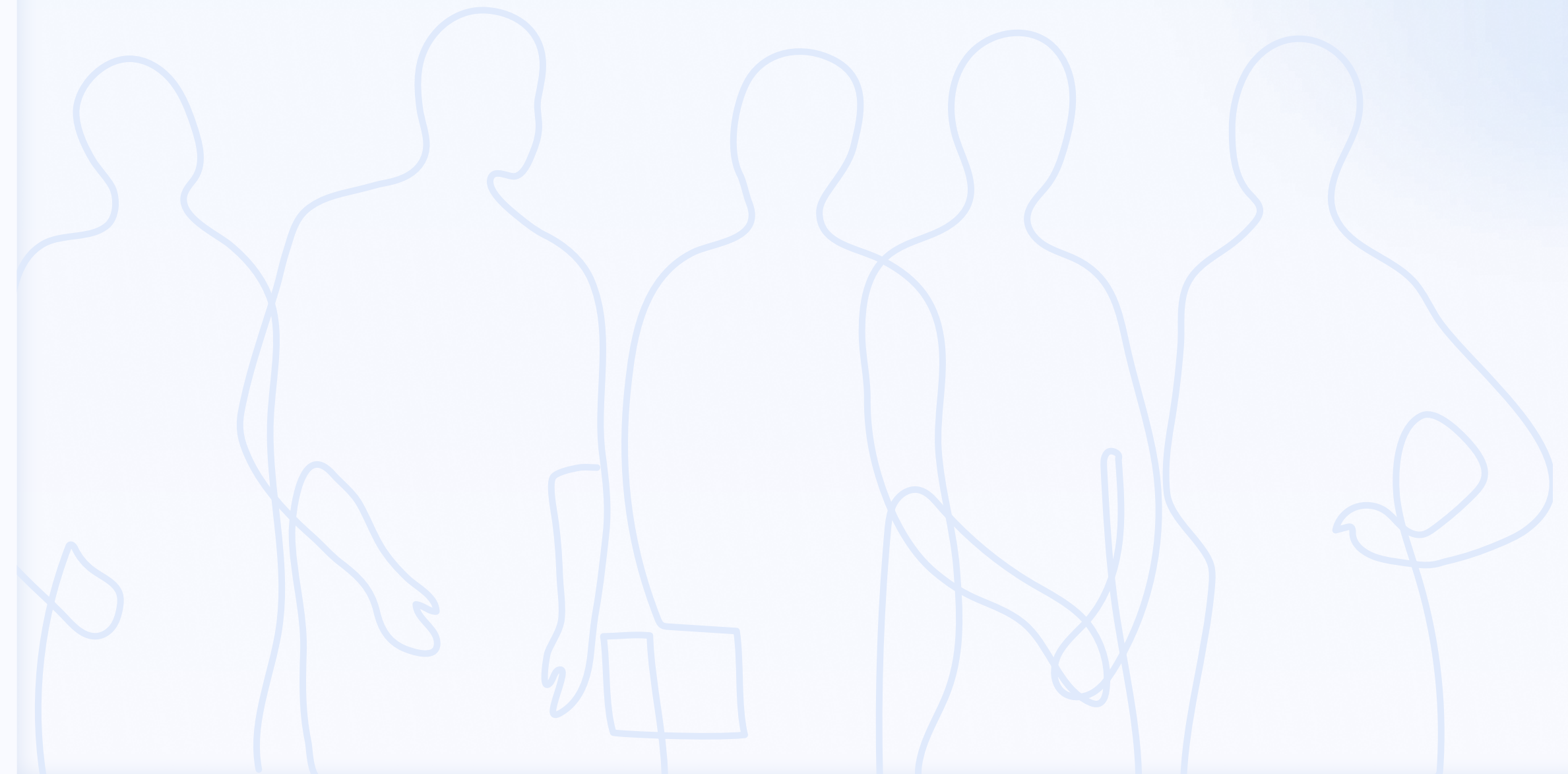
Clients	Employees	Business size
2500+	6.000+	870 mil €+

The Challenge

⚠ The internal ticketing system was initially designed to promote seamless interactions across various platforms. However, as the client base expanded, it began to grapple with scalability concerns. Further challenges included an inability to adapt to unique client requirements sufficiently, inconsistencies in service provision, and complexities associated with assimilating diverse data protocols from multiple industry domains.

The Results

✓ A thorough revamp of the system, introducing enhanced configurability options tailored to diverse client needs.

✓ Transition to a modular design, facilitating seamless additions of client-specific modules without disrupting core functionalities.

✓ Incorporation of an advanced data processing layer, adept at converting, validating, and handling varied data formats.

✓ Establishment of a standardized interface, guaranteeing a uniform user experience while still allowing room for client-specific customizations.