

## Beerepoot Automatisering Meet And Exceed Their SLAs With Pulseway



### Background

Beerepoot Automatisering is a leading Managed Service Provider that has developed innovative solutions for the technical and process requirements of their clients.

### Company goal

Beerepoot Automatisering focuses on the effective and efficient use of new technologies. *"Our goal is to not to just reach customer expectations, but to surpass them. We strive to be synonymous for top quality, excellent advice and customized solutions. This is aided by state-of-the-art products"* (Pieter Plas, Technical Director)

### Challenge

To source a solution that would match today's requirements yet still protect the investments of the past.

*"To be the first to know about any issues affecting our clients systems and enabling us to take immediate action from our mobile device allows us to meet and exceed our SLAs"*



**Pieter Plas**  
**Technical Director**  
**Beerepoot Automatisering**

### Customer

Beerepoot Automatisering, headquartered in the Netherlands, is a leading provider of Managed Services specifically in the areas of inventory (Network Scan), consulting, implementation (hardware and software), delivery and network monitoring and management. Continuity of business automation is their focus and

the stated ambition is to build lasting relationships with clients. This is achieved by providing a dedicated team of support and technical experts.

## Monitoring the entire IT infrastructure at their fingertips

For a number of years Beerepoot Automatisering had its own monitoring software, BP Audit. The software focused primarily on the ability to provide continuity for customers but customers needs and requirements were changing. A core requirement of any replacement solution was to ensure it protected the years of development in the BP Audit solution. In addition, the increasing demand for extending support to mobile devices was critical.

After a significant evaluation process, which involved all the leading Monitoring and Management solutions, BPAZ selected Pulseway. With mobile clients running on iPhone, iPad, Android phone and tablets, Windows Phone and Windows 8, the Pulseway solution enabled Beerepoot Automatisering to monitor the entire IT infrastructure at their fingertips.

*“A fully scalable, easy to install solution with a range of modules including; API, VMware, Hyper-V, SQL Server, Active Directory, Exchange and IIS together with Apps available for iOS, Android, Windows Phone and Windows 8 makes Pulseway the best product of its kind on the market”*



**Alex Middleburg**  
**CEO**  
**Beerepoot Automatisering**

After the evaluation period, Beerepoot Automatisering were convinced that Pulseway would match and exceed our continually expanding services and support requirements. In addition, the support Pulseway offers via its "API" Module (application programmable interface), allowed Beerepoot Automatisering to convert its existing source and protect the significant investment in BP Audit.

## The Results

Pieter Plas, Technical Director at Beerepoot Automatisering, states *"Now that we have been using Pulseway for a few months, our clients are enjoying improvements in support response, infrastructure control and management. This is because*

*Pulseway is a real anywhere anytime solution." Pieter goes on to state "Our customers with an administrative account can now easily follow what we resolve. They can use their own Mobile devices such as iPhones, iPads, Android phones / tablets, Windows phones and the new Windows 8 tablets to track the results"*

## Sales Contact

Phone: +353 1 6190234

Email: [sales@pulseway.com](mailto:sales@pulseway.com)