

ERP & CRM

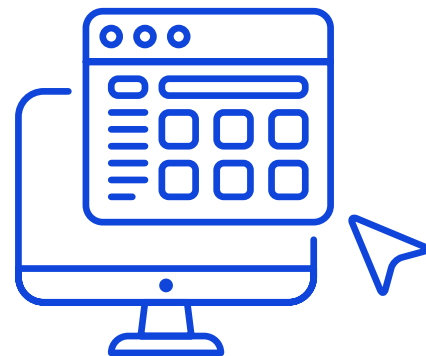
Planning efficiently using the ionBIZ ERP web application

ionProjects has developed the ionBIZ web application, an ERP solution designed for ICT businesses, engineering companies and consulting firms, which is constantly enhanced with specific features. And Combell was chosen to handle the hosting of the application.

accounting, etc.). This makes it possible to monitor projects and get a better idea of the workflow and the costs.

Working efficiently with an Enterprise Resource Planning (ERP) system

Modern businesses can no longer do without ERP. In a nutshell, ERP gives an overall picture of the core business processes that are constantly updated, based on different databases from the company's various departments (purchasing, production, sales,





ionBIZ: specialised ERP web application

Various market players provide all-round ERP systems, designed for a broad target audience. Mechelen-based **ionProjects**, however, is specifically targeted at a niche market: **ICT businesses, engineering companies and consultancy firms**. For them, it is all about human resources, which is not the case with companies that provides a tangible product, created using raw materials. Which member of my team has the skills required for this particular project? When can he start working for me? Does he also have time to work on a second project? How is the project developing? And how long has he been working on both projects? Do the results match the calculated price?

The focus of ionBIZ, the product developed by ionProjects, is therefore on advanced features that are specific to this target group such as project

management, planning, timesheets, ticketing, helpdesk and Portfolio management.

Some of ionBIZ's features

The **project management** module helps **customers manage their projects, which follow very strict steps** (initiating, planning, executing, controlling and closing) to achieve specific goals faster and more efficiently. It goes without saying that the customer prefers to deliver a project within the given deadline and budget. The project management module helps him closely monitor the project's progress.

As for the **resource planning** module, you can use for **the optimal allocation of workforce resources**, so that every single employee can be working where he belongs, even if your organisation employs people all over the world who have all sorts of skills. Timesheets can be used to correctly invoice time & material projects and to monitor budget

The screenshot displays the ionBIZ ERP web application interface. At the top, there is a navigation bar with icons for Home, Resources, Relations, Projects, Planning, Timesheets, Costs, Time registrations, Issues, Leaves, and Invoices. The main content area is divided into two panels. The left panel shows a list of projects with columns for ID, Name, Start date, End date, and Baseline. The right panel shows a detailed view of a project named 'AAD_4 Buildmap', including a Gantt chart and a table of tasks with columns for ID, Name, Start date, End date, Status, Baseline, Planned #, Actual #, and Initials.

ID	Name	Start date	End date	Baseline
AAA_0	1 Label 4 - Keytrade	01-12-2016	03-07-2017	
AAA_1	1 Nieuwe Europese Richtlijn JKP	30-11-2016	29-06-2017	
AAA_2	Consultancy	01-11-2016	09-12-2016	
AAA_3	Contract	18-01-2012	01-09-2016	
AAA_4	SAP implementatie	13-09-2016	04-11-2016	
AAA_5				
AAD_1	Tickets klant X	29-04-2015	10-08-2015	
AAD_2	Rooster scheduling			
AAD_4	Buildmap	21-09-2015	25-02-2016	
AAD_5	Engineering			
AAD_8	EGM OLS 2016	07-12-2016	17-02-2017	
ADA_0	Project A	23-01-2014	28-07-2015	
ADA_12_	amIDOS(2)	18-03-2015	08-05-2015	
ADA_6	TSN ICT	10-06-2015	13-10-2015	
O120308	UK Bank(2)	23-03-2015	20-05-2015	
O120448		26-05-2016	15-07-2016	
O120449	EU Website	31-05-2016	07-07-2016	
O120451	Boondoggle	06-06-2016	11-10-2016	
O120452	Stabiliteitsstudie	07-06-2016	29-08-2016	
O12-0457		18-07-2016	30-09-2016	
O120460	Trading chemie	29-07-2016	31-08-2016	
O120461		25-08-2016	29-09-2016	
O120462		26-08-2016	18-11-2016	
O120463		02-09-2016	28-10-2016	

ID	Name	Start date	End date	Status	Baseline	Planned #	Actual #	Initials
1	Example_VHM	21-09-2015	25-02-2016	In Start	1.032,00	242.8333	153,00	
1.1	TOOLname	21-09-2015	25-02-2016	In Start	1.032,00	242.8333	153,00	
1.1.1	Toolshop	21-09-2015	25-02-2016	In Start	1.032,00	242.8333	153,00	
1.1.1.1	Project 1	21-09-2015	03-02-2016	In Start	280,00	170.8333	97,00	
1.1.1.1.1	Material	14-12-2015	23-12-2015	Invoiced	16,00	0,00	16,00	AC,DS
1.1.1.1.2	CAM Milling	21-09-2015	21-09-2015	In Start	8,00	0,00	5,00	DS
1.1.1.1.3	Milling roughing	24-12-2015	06-01-2016	Completed	24,00	30,6667	29,00	BDV,J
1.1.1.1.4	Hardening	07-01-2016	15-01-2016	Quote	40,00	30,00	8,00	admin
1.1.1.1.5	Grinding	18-01-2016	20-01-2016	Completed	24,00	0,00	0,00	admin
1.1.1.1.6	Milling finishing	21-01-2016	27-01-2016	Completed	24,00	24,8333	39,00	DS
1.1.1.1.7	EDM	28-01-2016	03-02-2016	In Start	40,00	0,00	0,00	
1.1.1.1.8	elektroden	19-10-2015	06-11-2015	In Start	104,00	85,3333	0,00	
1.1.1.1.8.1	CAD	19-10-2015	23-10-2015	In Start	40,00	36,00	0,00	admin
1.1.1.1.8.2	Material	26-10-2015	28-10-2015	In Start	16,00	0,00	0,00	AC,BI
1.1.1.1.8.3	CAM milling	29-10-2015	02-11-2015	In Start	24,00	49,3333	0,00	BDV
1.1.1.1.8.4	Milling	03-11-2015	06-11-2015	In Start	24,00	0,00	0,00	
1.1.1.2	EVALUATIE	09-10-2015	13-10-2015	In Start	0,00	0,00	0,00	
1.1.1.3	Project 2	24-09-2015	25-02-2016	In Start	328,00	72,00	56,00	BDV
1.1.1.3.1	Material	24-12-2015	20-12-2016	In Start	16,00	0,00	0,00	



progressions. ionBIZ can also help you with leaves management. Many customers work on projects to be delivered in phases. And this is where ionBIZ can come in handy, because it uses different states like Tentative, In Request, Cancelled, Disapproved and Approved.

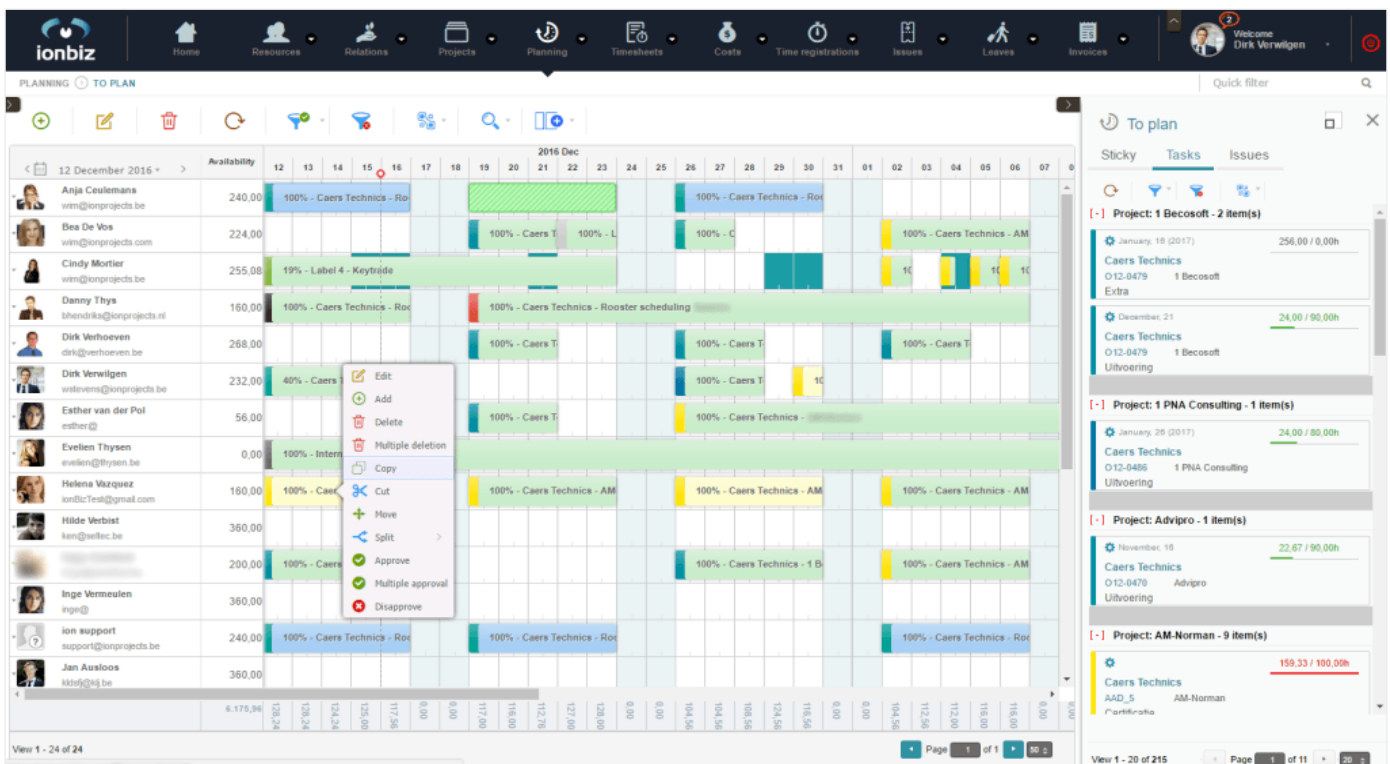
Ticketing is used for issue tracking: logging customer problems, dispatching to the appropriate persons and providing the solution to the customer via a customer portal. Issue tracking can also be used in-house to follow up sales or software development projects.

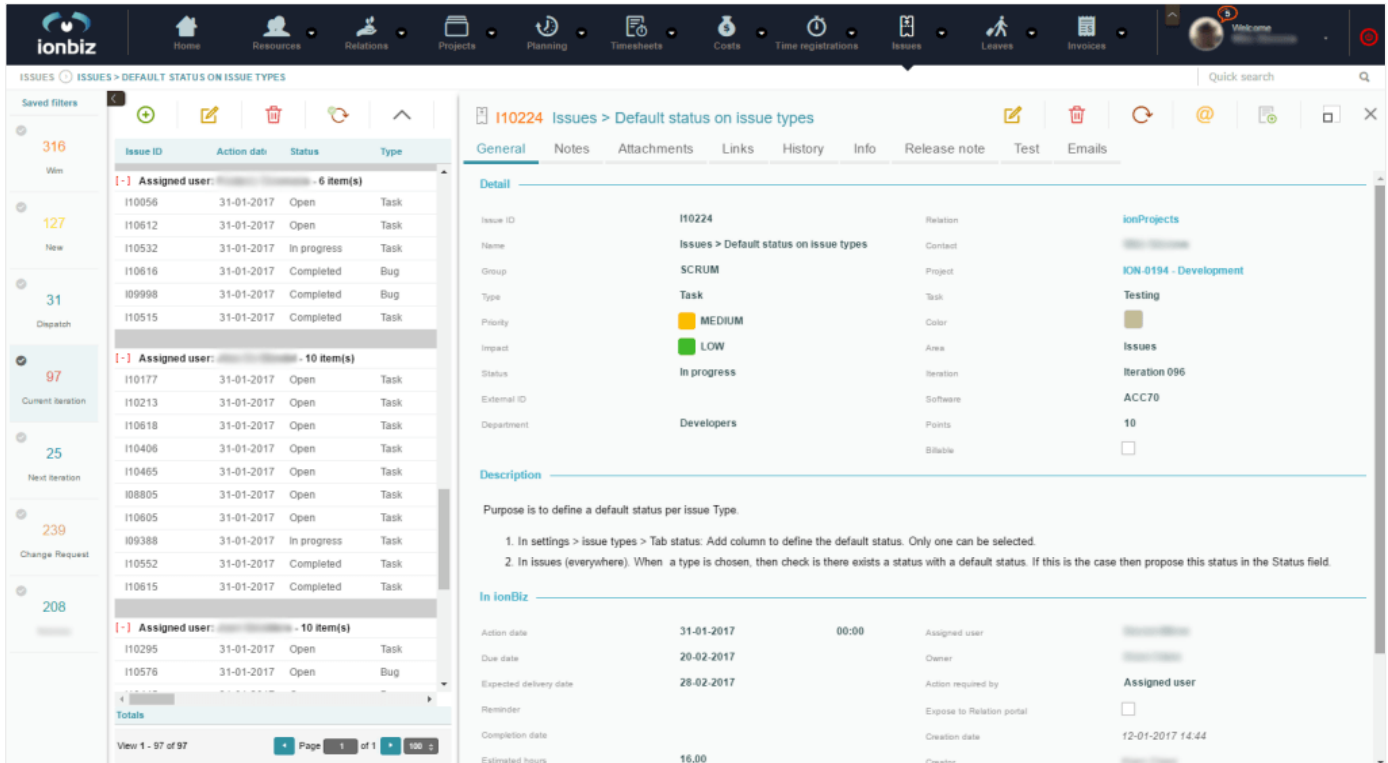
If a customer e.g. has high Service Level Agreements for a project he is undertaking, and he is notified of a problem, he will automatically see the urgency of the task via the timer and the escalation rules.

Constant fine-tuning based on customer feedback

ionProjects has been focusing on a specific niche from the very outset and has gradually developed a tool that is constantly optimised to meet the needs of this target group. Research & Development is therefore a key pillar of the company's success: based on customer input, **new features are constantly added for the target group.**

And this approach has proven successful: today, the company has about 100 customers, including medium-sized and large organisations such as Delaware Consulting, BDO, Niko Group, Emakina, etc., where all employees rely on ionBIZ to perform their tasks. This means ionProjects cannot afford to have an unavailable app, as the loss would be catastrophic in terms of productivity!





Guaranteed uptime is crucial

Wim Stevens, Managing Partner at ionProjects: “We were looking for very reliable hosting services, with excellent guarantees. And Combell eventually managed to convince us that their technology, guaranteed uptime, and prices are simply the best around.”

“The many users must always have access to IonBIZ. And Combell’s rock-solid SLAs give us this uptime guarantee”

Wim Stevens, ionProjects

The migration to Combell was initiated: ionProjects decided to go for managed hosting with a web server and a database server. Wim Stevens has not regretted this decision: **“The most important thing for us is that our web application keeps running smoothly.** If something goes wrong, our customers will notice it immediately – they cannot keep working, timesheets can no longer be saved, etc. Swift reaction is crucial, even when a problem arises on a weekend. And that is exactly what Combell can do for you. We signed Service Level Agreements with them, and they always meet all of their obligations.”

To illustrate this smooth collaboration, Wim Stevens remembers the recent migration: “The database was using an older version of Windows server. We needed new features, and therefore decided to fully migrate to a new server. **Combella perfectly handled the migration,** on a Thursday night. Everything went



according to plan, and Combella also kept a close eye on the systems the days after the migration. That was a huge relief – if something had gone wrong, customers would have gotten an error message on their screen on Friday morning, and then we would have been in big trouble!"

Wim Stevens believes Combella's managed hosting services come with an additional benefit: **"Backups are ideally managed and can be restored up to 30 days in the past.** This is yet another benefit for our customers: if they make a mistake in their data, they can restore files up to 30 days after these files have been deleted."

Would Wim Stevens recommend Combella?

"Absolutely! Combella's managed hosting services are the perfect scenario for hosting a web application, even when it is developed in-house, like ours."

"Combella's managed hosting services are the perfect scenario for a web application to which users must be able to connect at any time"

Wim Stevens, ionProjects

ionProjects' international expansion plans

The Mechelen-based company had the opportunity to expand internationally, and finally crossed the border in 2014. In addition to opening offices in Timisoara (Romania), it also achieved strong growth in the Netherlands, where it opened new business premises in Breda. ionProjects has plans to grow further in the near future, but the company also intends to penetrate new markets in Scandinavia and the UK.

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