



Vlaams Parlement relies on service desk for all deputies and employees



Vlaams Parlement was looking for an efficient solution to support its 380 employees and 124 deputies and to cover peak moments

Econocom set up a local service desk within the premises of Vlaams Parlement



- First & second line support; on site and over phone
- Rollout and maintenance of pc hardware
- Automated rollout of software, patches and updates
- Install, move, add and change all devices (laptops, smartphones and tablets)

"Econocom's service desk takes some operational tasks over from our internal IT. Therefore we have more time to focus on management and offering added value to employees and deputies"

Kurt De Vriendt– IT Director



On site service desk

High recognisability to employees and deputies