

## "Combelle provides the cannon and the gunpowder. And Mitsubishi fires it"

Mitsubishi was already a customer of Combelle. Their dealer portal Diamondlink, developed on SharePoint, is hosted by Combelle. With Brussels' Motor Show, which took place at the beginning of this year, Mitsubishi was in need of a capacity extension. Moving to another server was thus essential. Johan Vermeir from Mitsubishi Motors Belgium (MMB) says that thanks to Combelle, this "migration" was performed flawlessly.



two directions: MMB makes the information available and dealers give us their feedback. Here, all the internal departments have their "tab" on it and dealers can find technical or practical information, a news billboard, information about trainings and meetings, etc.

Our quest for this uptime solution led us to Combelle. As a matter of fact, we wanted our dealers to have access 24 hours a day to all the necessary information, but at the same time, we did not want to make extra infrastructural investments or hire additional manpower, adds Johan. "Combelle's solution – a hosted SharePoint environment – appealed to us for several reasons. Hosting is external: Combelle takes care of maintenance, bac-

"The dealer portal Diamondlink grew over the years into the collaboration platform par excellence between dealers and Mitsubishi, the importer. It works in

kups and updates and have SharePoint Engineers, if necessary. At the same time, thanks to this, our SharePoint Developers can keep automating and developing the dealer platform with their mind at ease. All this, in order to serve our dealers even better.

If we notice that our capacity becomes insufficient, we just have to give Combelle a call to solve this problem. Combelle also constantly monitors our server and notifies us proactively if there is a capacity shortage threat or if other problems arise."

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Johan Vermeir

### MITSUBISHI'S ISSUE

At the beginning of this year, Mitsubishi was in need of extra storage capacity for its hosted SharePoint environment. The reason for this was the Motor Show, which was going to take place at the beginning of 2010 and was believed to generate much extra activity on the dealer portal Diamondlink. An extension of the previous set-up seemed impossible.

### COMBELL'S SOLUTION

Mitsubishi migrated within the current contract with Combelle to a new server for little extra money. Combelle's System Engineers carefully performed the migration from the old server to the new server.

### COMBELL'S ASSETS ACCORDING TO MITSUBISHI

Professional provider, good proactive follow-up and excellent customer service.

“Thanks to Combell,  
we save time, which we can devote  
to our core business”

#### Win-win situation

The choice of SharePoint provides additional benefits. “Previously, we sent photos via CD or via the FTP server. Now, we do that via SharePoint without any trouble. Our dealers are very happy with this system, which, according to their feedback, is extremely user-friendly. We do not even send e-mails anymore; all communication takes place via SharePoint. That is handy, because this way, we can channel and centralize all communication, without having to bother with e-mail address lists. With 113 dealers, where an average of five people work, that means saving a considerable amount of work and the information always reaches the right people! For us, the collaboration with Combell is an absolute win-win situation.

Combell takes care of maintenance and monitoring of our SharePoint environment and we take care of management. But even for questions about that management, we can get in touch with Combell.

Besides SharePoint, all 50 domain names of Mitsubishi are hosted centrally by Combell.

“Previously, they were all decentralised. Now, via a handy tool on Combell’s website, we can quickly make the required changes. In short, we have control where necessary, and we do not care much for the rest”, says he, laughing. “Combell provides the cannon and the gunpowder. And Mitsubishi fires it. Thanks to Combell, we save time, which we can devote to our core business.”

#### A flawless transition

With a view to the Motor Show, Mitsubishi wanted to make sure it would have sufficient capacity for all information and exchanges between and for dealers. “When it turned out that adding extra capacity to the existing server was impossible, Combell suggested to migrate everything to a new server. To everyone’s satisfaction.”. This helped limit downtime and made it possible to get everything ready for the Motor Show and the future.

## MITSUBISHI MOTORS BELGIUM'S IDENTIKIT

**Official Importer** of private cars (Mitsubishi Motors) and light duty trucks (Mitsubishi Fuso) for Belgium and the Grand Duchy of Luxemburg. Mitsubishi Motors Corporation is headquartered in Tokyo, Japan.

**The offices in Kontich** employs 35 people.

**Dealer network of** 113 dealers in Belgium and the Grand Duchy of Luxemburg.

#### Mission of MMB's IT Department

“The challenge is to provide a continually changing business the right tools so they can focus on their core business.”

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