The Belgian Government has chosen their online support software

Artologik HelpDesk no 1 after extensive testing
For one year, the Belgian Government has been testing and evaluating support software. Their final choice was made on Artologik HelpDesk. Various licences of the software have since been installed for 800 persons within 4 departments of one Ministry.

“I think that the Government got convinced by the software for its flexibility and simplicity”, says Dominique Lannoy from the Belgian IT company ITnova. He was the one who recommended the heads of departments have a closer look at the Swedish software.

“I actually had our own support program, but it was heavy in administration and really complicated for the final user”, admits Dominique.

“You have our own support program, but Artologik HelpDesk is so much easier to work with!”

ITnova is an IT consulting company, the customers of which are big names within banking, industry and the public administration. ITnova has been an Artologik Partner for a couple of years, ever since they started looking for alternatives for their own use.

Dominique Lannoy, CEO of ITnova, recommended the Belgian Government test HelpDesk.
The Belgian Government has chosen their help desk software "We thus looked for a user-friendly as well as professional program and discovered Artologik."

Today, ITnova recommends HelpDesk to their customers and has sold licences used by 2000 persons. "We are about to install a licence able to support up to 3600 employees divided into 4 Ministries in Belgium", Dominique Lannoy explains.

Solving multiple issues
One of the main benefits of this software is its flexibility. You can use it for various purposes. The Belgian Government has for example decided to set its licences for the management of internal support, such as:
- Internal technical support
- Workplace support
- Human relations
And because the program is so simple and user-friendly, the users actually use it!

Easy to learn
Another great asset of HelpDesk is that it is a time saver. "5 minutes of training for the final users and about 2–3 hours for the super administrator is just about what's needed to start working with the software", says Dominique.

"5 minutes of training is all one needs"

ITnova has also been evaluating the other programs from the Artologik series. So far, their need has mainly concerned support, but Dominique Lannoy is convinced that in a near future they will be implementing them. "They have the same assets as HelpDesk - easy to use, and at the same time functional and flexible!"

ARTOLOGIK IN THE WORLD:
Simplicity and flexibility are looked for all around the world!
A few examples:
Pan American Health Organisation, USA
University of Sydney, Australia
Daimler Chrysler Sales Support, Germany
Cheskin, Chile
Kimberly Clark, UK
HEC, Highest Management School in France
Facil-IT, Switzerland
Kingsway, Hong Kong
La Poste, Post Office, France
HSR Hochschule für Technik, Switzerland
EZbooking
ProjectManager
ProjectManager
Query&Report
Query&Report
HelpDesk
HelpDesk
TIME
TIME
What do you do at Artisan?
I am responsible for international customers and international communication.

How long have you been with Artisan?
I came to Sweden for an internship at Artisan a little more than 2 years ago now. I enjoyed myself so much here and then got the position offered that I decided to stay.

What do you like about Sweden?
I like Sweden because it is not stressful here, and Växjö is a very nice little town to live in, surrounded by woods and nature. I also like the Swedish work climate - we’re like a big family! In France however we have a much stricter hierarchy and more formal work relationships.

Is there anything you miss from France?
Ah, good food and wine! My family and friends are whom I most miss, of course! But we can communicate easily with SKYPE (global p2p telephony), so it is ok afterall.

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