# Towards an integrated IT landscape

How to maximize operational efficiency and enable growth opportunities thanks to iPaaS

Even the smallest business today runs myriad tools and applications to support their operations. Ensuring that these systems run smoothly with each other so as not to disrupt business processes is a challenge.

All of these tools offer different advantages and opportunities to the users. But keeping everything running smoothly from end-to-end when updates happen and identifying where problems are quickly are just a few of the associated risks.

To build a reliable business on top of a complex environment of SaaS, apps, and APIs you need a way to make sense of it. IT Integration may be the missing piece that pulls things together for your business.
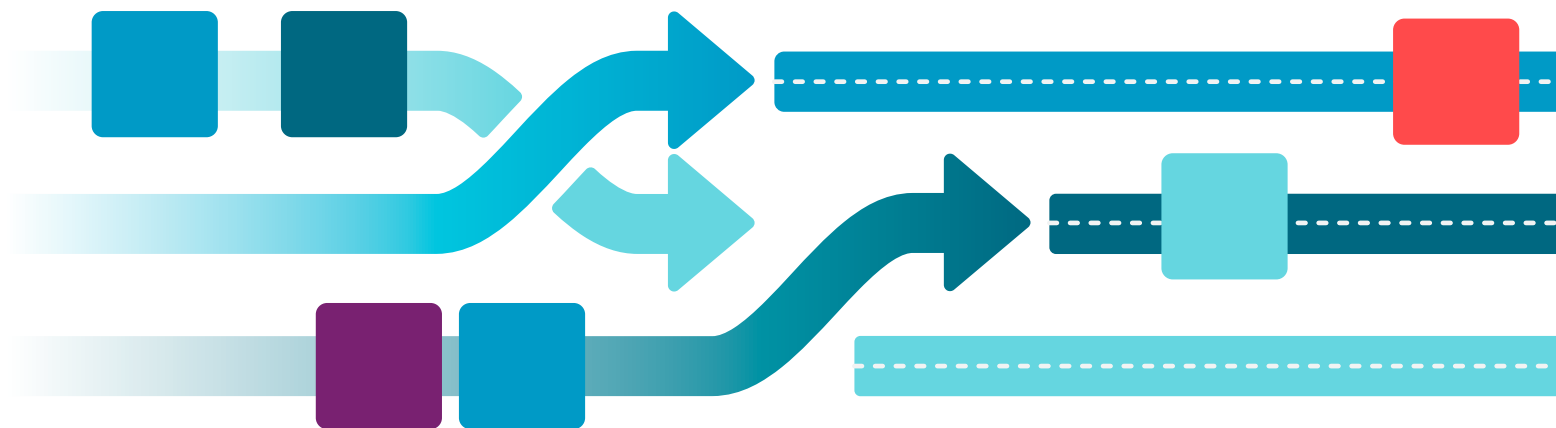
The need for IT Integration

Imagine a symphony orchestra playing a beautiful piece of music. Now imagine if there is no conductor to signal to the individual players when to begin, how fast to play, how loudly or softly. Without the conductor, the players can only hear the musicians closest to them and each only has a limited view of the rest of the orchestra. Instead of harmony, there is a cacophony. Instead of beautiful music, noise. And while everyone has sheet music for the same piece, there is a lot of guesswork involved when they try to play together.

IT integration is like the conductor for your business's many tools and applications. Each user only knows how they use their particular set of tools. They don't anticipate how an action they take, or fail to take, can cause problems or delays elsewhere. Without IT integration your organization may still get some of the benefits of the different SaaS or other apps, but it will also increase the risks of using these tools without coordination or appropriate measures.

IT Integration ensures that all of the apps, SaaS and other digital tools play nicely together, in tune, in tempo and like the IT equivalent of a professional symphony orchestra. Not only will it make things more harmonious within your organization, but it will also make your organization more attractive to potential collaborators, suppliers and new customers. We'll give you more detail of the many business benefits of IT integration later in this book, but first let's see how things got so complicated.

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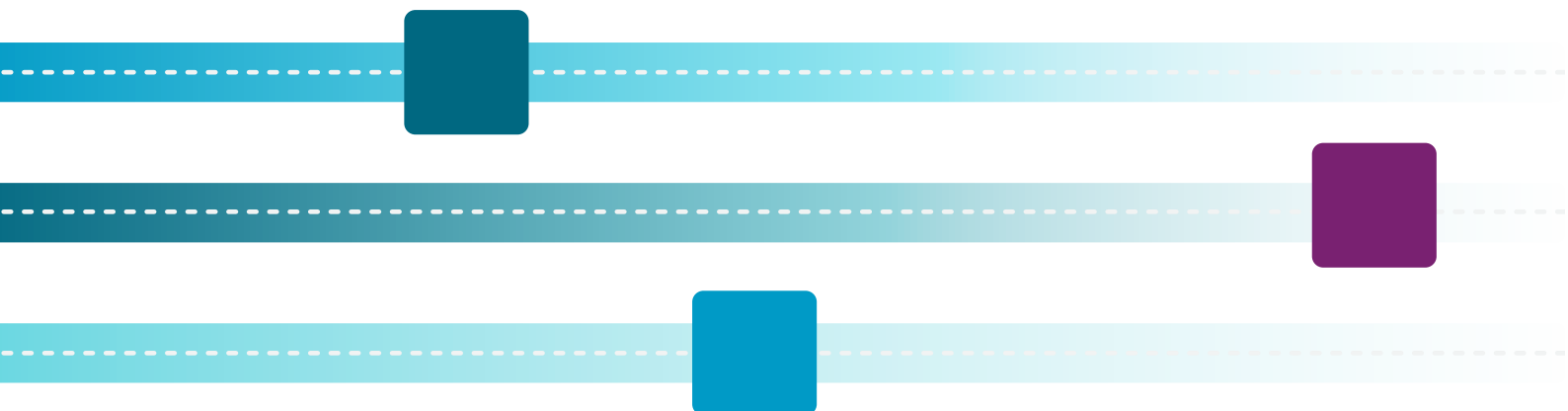
How did we get there?

These days businesses can choose from an array of powerful software tools available as a service (in a subscription model). The tools offer businesses some amazing advantages by offering a convenient and off-the-shelf solution to address your specific needs right away. But because it is so easy to adopt these new tools – most of the time all you need is an email address and a credit card – it poses risks.

As each department in your organization uses different digital tools your business can win in some areas but lose overall. You don't have a clear view of things from end to end, problems due to dependencies arise unpredictably but regularly. Data is entered manually multiple times in different locations. And even though things are automated approval is still required. It's a patchwork of Apps across departments in your organization, and you need a way to make them play nicely together.

The digital world has also made it easier to expand your business's offerings to your customers. Your products can be everywhere your customers are, on their smartphones. Omnichannel is the expectation these days rather than the exception. Customers expect 24/7 service online using whatever devices they have close at hand. This means that your business has lots of opportunities, but only if you can collaborate easily with digital partners and suppliers. API management makes this more straightforward for you, your collaborators and clients.
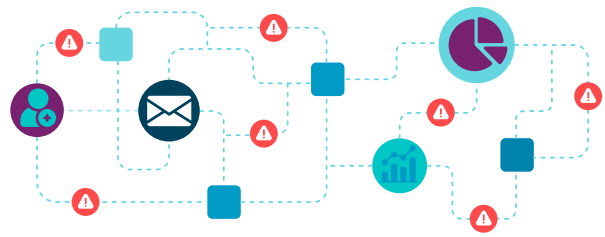
Challenges of the non-integrated IT landscape

A non-integrated landscape comes with unanticipated problems. Your IT department has to deal with the reality of shadow IT, where installing updates, security patches and backing up data is outside their control. So when something does go wrong finding the cause and solving it is more complicated than if everything was visible and under your IT department's control.

Trying to marry a legacy system with newer tools can pose challenges for people within your organization.

Unexpected dependencies result in downtime, delays and being unable to access information when it is most needed. It can be difficult to predict the resources required when you want to implement changes, estimation is complicated if you can't see how processes are connected. Lack of IT integration is a business challenge, not just a technical one. Without a full view of how your business operates how can you pinpoint issues, manage ownership, estimate business processes and focus on the strategic side of your business operations?

How integrated is your business's IT landscape?

How can you tell if your organization's IT landscape is integrated or not? Asking yourself that question is a good way to start. We've put together a list of other questions to consider when assessing your IT landscape and how easily it fits into the larger digital ecosystem.

If you answer "yes" or "don't know" to these questions you need to explore IT integration today.

- Is each department using their own software to facilitate their day-to-day operations?

- Do unexpected downtimes and errors disrupt your business operations?

- Do you (still) have manual processes?

- Is shadow IT an issue in your organization?

If your answer to the following questions is "no" or "don't know" then your IT landscape may need to be harmonised.

- Is it easy for partners to do business with you?

- Do you have a view on the business you are doing with third parties?

- Do you have a view of business processes outside of your company's boundaries?

- Can you add third-party services to your offering?

- Do you have a standard way of collaborating with third parties?

- Can customers contact you through multiple channels?

- Can you retain the relationship with your current customer base?

- Are you able to expand your business through partners?

- Are you in control of the data you share with third parties?

- Is EDI a hard requirement for trading with partners?

- If a customer requests that their data is removed, are you confident that it can be deleted everywhere easily?

Business Advantages of IT Integration

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IT integration helps you to manage the complexities of today's digital landscape and avert possible problems. But it is not just about making life less stressful for your IT department. Without IT integration your business can grind to a halt, missing out on valuable opportunities. IT integration offers tangible business benefits, opening up new possibilities for you to further embed your business in new and existing markets.

Greater control, flexibility and agility

While it sounds contradictory to say that you can have both control and flexibility, with IT integration it's true. You set the parameters and processes for tool adoption, you have control over data and you know where it is. When working with third parties your organization's SLAs are monitored automatically.

SaaS Adoption

Departments within your organization can continue to use the SaaS tools they love, and use new ones in the future. IT Integration using tools like iPaaS means that your IT department has control over security protocols. Integration is iterative rather than once-off. It evolves as your organization and the tools you use change.

New opportunities

IT integration opens up new digital possibilities for your business. You can easily introduce new services to your existing customers by adapting off-the-shelf solutions and using your own branding. By selling services through other channels, and becoming a part of a larger digital ecosystem, your business can reach brand new customers. It also makes you more attractive as a potential business partner. You can maximise the benefits of working with new partners while protecting your infrastructure.

360 degree view

How clear is your current view of the inner workings of your business? Do you know what software tools everyone in the organization is using to reach their goals? When you have a landscape of digital chaos you don't have the complete view, there are blind spots and you have a patchwork view of things. With IT integration you know who is using what, you may even realise that there are better ways of working together..

End-to-end business monitoring

iPaaS provides end-to-end visibility on the execution of business processes. You can check the status of integration components and the outcome of executions at any time. Customize your dashboards and view activity performed as part of the management service.

Business Advantages of IT Integration

Connect Master Data

Without integration data syncing can mean waiting for the vital information that you need to make decisions. Add to this the inevitable errors and further delays to correct them and you can lose even more time in your day or week. With data entered manually in multiple systems the risk of human error increases. When your organization's IT is integrated your master data can flow throughout the organization. Data only needs to be entered once reducing – if not eliminating – delays and errors.

Operational efficiency

Aside from reducing delays of manual data entry, error correction and syncing, when your organization has effective IT integration sequential processes can be converted to parallel execution. Dependencies between departments are reduced. Applications are centrally connected. Integrations and processes are centrally monitored so your IT department is alerted about possible process issues before they disrupt operations.

Future-proof and responsive

Harmonise your complex IT landscape in a way that future-proofs your architecture. IT integration means that you can start small, from where you are today, and think big about future ambitions. It makes your business more attractive as a digital partner so you can expand your products or services. Business today means providing an excellent customer experience across multiple channels. Integration helps you to get new, improved offerings to market sooner by smoothing your path to work with digital collaborators with less risk. You maintain control of your infrastructure and branding while your customers enjoy the benefits of third party apps.

Better experiences for everyone

Using IT integration tools gives your people a better experience. The digital opportunities it creates for your business can mean a better experience for your partners and customers too. Information for reports is accessible, Monday morning headaches are a thing of the past. Systems can be arranged more intelligently. Fewer delays and smoother exchange of information between teams, third parties and suppliers. Less manual input is required, everyone knows what is expected and that information is accessible when it is needed.

IT integration offers tangible business benefits, opening up new possibilities for you to further embed your business in new and existing markets.

Examples of
IT Integration in
action

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Why iPaaS is the best solution to 4 crucial SaaS integration IT issues

Software as a service (SaaS) applications have a lot to offer businesses of all sizes and in every sector. Developed by specialists to perform a selection of functions, SaaS offers enterprises access to common or industry-specific tooling that would be time-consuming to develop in-house. SaaS products evolve in response to requests and suggestions from their users and offer excellent value-for-money.

However, as with everything that sounds too good to be true, there is a downside. Introducing SaaS to your organisation can create unexpected problems. For example, sales and marketing might love using HubSpot, Dynamics or SalesForce but they still need to be included in the corporate infrastructure and applications.

Getting the various SaaS programs to play nicely with each other, and with the existing infrastructure, can be challenging. Users expect around the clock continuity no matter how complex the environment is. This can put your IT department under extra pressure – they're responsible for the end-to-end working of all software, including the interaction with SaaS, which is hosted externally and out of sight.

SaaS Benefits

Affordable, powerful specialized software tools

Fast-track adoption takes just minutes to set up

Lower maintenance costs

Customer service direct with SaaS supplier

Provides detailed insights that meet the business goals of each specific department

An agile way to keep up with sector trends

Risks

Hard to predict additional resources to integrate with existing systems

Low barrier to entry creates security risks for your organization

External updates can interfere with your existing infrastructure

No in-house control over maintenance and software changes

Risk of loss of control of data, breaches of in-house IT security policies.

Creates shadow IT

Cybersecurity risks increase as your IT department has less control

While SaaS offers many business benefits there are 4 main challenges:

Introducing a SaaS component without disrupting business processes
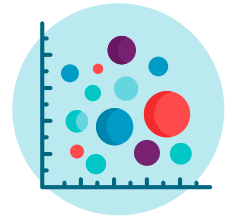
Even the smallest organization runs myriad tools and applications to support their business. Systems may be operating from the cloud, on-site servers or on mobile platforms. Ensuring that these systems run smoothly together so as not to disrupt business processes is a challenge.

Getting the full picture when your data is scattered

Integration is essential so that you can have a complete view of everything you need to know about your business operation. Without effective integration, data is isolated, scattered, and stored in multiple locations. When integrated, your business processes can work seamlessly across interconnected solutions in harmony with each other.

Predicting the effort and budgets you need to keep pace with change

Setting up SaaS subscriptions for an application is affordable and can be done with a few mouse clicks. Connecting it with existing systems is a different matter. Integration efforts are often underestimated, or even overlooked, in budgeting exercises. Because the applications evolve and change at a pace outside your control, integration is an ongoing process. Managing and monitoring are sometimes forgotten – users assume that integration is a one-off project, rather than a process that evolves constantly as the applications themselves do.

Identifying and resolving issues early before they cause bigger problems

Before you implement a solution, you need to identify what is causing the problem. Doing this quickly in a scattered and disconnected landscape of multiple applications is complicated. The more systems that are involved, the more complex it is to find the root cause. Downtime while you figure out what is causing the problem can impact your business. How can you monitor external services in your organization's ecosystem? Is it even possible to predict and avoid future problems?

Examples of SaaS integration

Chris, in Sales and Marketing, is using HubSpot to track sales leads and manage customer journeys. The marketing automation it offers is perfect for his department's ambitious plans. However, they want to connect it with Microsoft Dynamics 365 which operates on their main corporate CRM platform. This is a challenge because Chris is not sure if they have been following the IT department's rules. The Sales and Marketing Director is concerned that the IT department might not prioritize the changes, or worse, that they will tell Sales and Marketing that they cannot use the SaaS applications that they rely on to meet their targets.

Other examples include:

- Interconnecting Dynamics CRM with the internal ERP system running on a MainFrame environment
- Interconnecting ServiceNow or Zendesk with a myriad of back-end applications to replace current in-house developed solutions
- Migrating local ERP to SAP online

Solution: Using integration to make the most of SaaS

Of course, these challenges should not mean that your business stops using SaaS applications. That would be unrealistic. It would put you at a competitive disadvantage.

What you need is a way to eliminate those blind spots, illuminate the shadow IT, and make sure that your security and data guidelines are not inadvertently breached.

You need end-to-end integration between all applications, no matter how big or small. Enter iPaaS.

Some see it as the digital glue between the data, applications, and partners. It works no matter what the software is, where it is running or how it is deployed. You could compare it to Nightvision goggles, giving you 20/20 vision on every hidden corner of all the applications being used throughout your organisation. No more gaps or data silos, no more broken processes or alternative paths. Simply put, it brings order to the digital chaos.

A better way to integrate SaaS

Whatever you compare it to, using iPaaS gets rid of those Monday morning headaches when something seems wrong. You'll have the 360-degree view crucial to keeping things running smoothly and securely. You'll be able to detect potential issues before they develop and have an audit trail of data organisation-wide.

iPaaS gives you a universal and secure way to use third party services. Your company's departments will continue to have all the business value of the SaaS products they love. Your IT department will have the confidence that everyone is using SaaS securely. Service credentials are stored in a secure vault and managed by your IT department. It's a win-win for everyone.

Eliminate potential downtime and bring order to the digital chaos with iPaaS.

Greater control, flexibility and agility

Advantages of iPaaS

- Get all of the business value of SaaS without the risks
- Smarter use of development resources, better planning, efficiency and use of budgets
- See the true inner workings of your business
- Agile and flexible – users can add new SaaS tools, new partners can be integrated easily
- Peace of mind – security and compliance are integrated centrally
- Future proof – as applications evolve, integration evolves with it
- Data control – define how data is used, where it is stored and who can change it.
- No more data islands or silos – audit trail of data leaving your company.
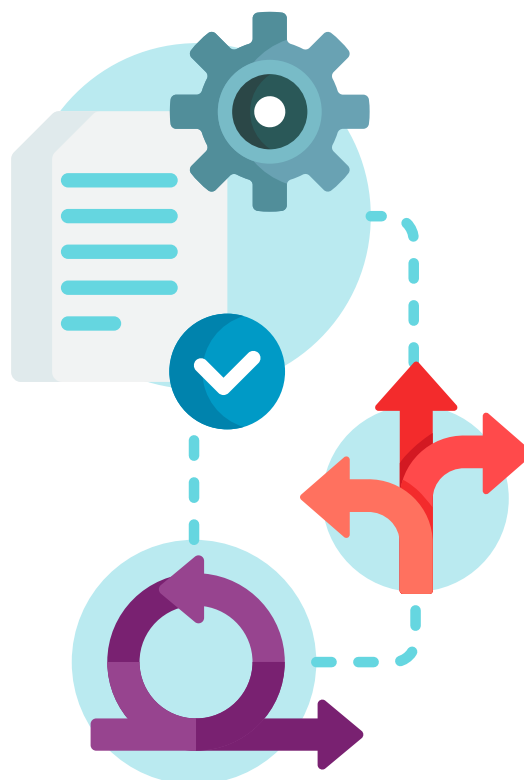
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How iPaaS is the elegant solution for IT and Data integration issues

When a company is founded, it starts with a limited set of applications. As the company grows, each department wants to improve efficiency, adjust their way of working and select the best tools for their job. They create their own digital workplace and manage a specific set of data with the tools they've selected.

Unfortunately with every new digital tool added to your business's IT landscape independent, isolated data islands may be created within different departments. It happens unintentionally as your business evolves, teams grow, and information gets more complicated. Adding in more partners outside of your company creates further confusion too.

Company

Sales
· CRM
· Portfolio
· Funnel
· ...

Operations
· ERP
· MES
· Monitoring
· ...

Finance
· Accountancy
· Invoicing
· Payroll
· ...

IT
· Ticketing
· CMDB
· Users
· ...

Partner

Logistics
· Dispatching
· ...

More tools, more problems?

Each department has its different software and tools which are designed to perform a specific set of tasks. The software may perform these tasks perfectly but the challenge comes when different departments need to collaborate. Some of the information is stored on the mainframe, some in the cloud. Every tool you add gives you more solutions, but often the complexity of so many different processes also adds more problems.

Up until now, you may have overcome these challenges manually, at the end of each day or month. Someone from your purchasing department may have to input information from a supplier to your company's system. Then they review information from their system before sharing it with your finance department. Things get even more complicated as errors may be introduced, and delays are to be expected.

Unresponsive, risky, and inflexible

When different departments are using different software and tools they may be change-averse and lack flexibility. Four challenges in complex working environments

1.   Dependencies cannot be predicted
2.   Data is entered manually multiple times in different places
3.   Approval is still required even with automation
4.   A 360-degree view is not possible

This is inflexible and doesn't allow you to run your business responsively. No one has a full view of everything stored throughout the organisation. The situation can become even more complex when you want to work with new partners outside your organisation. Your business may need to access their information and use their tools and processes.

There may be risks related to GDPR compliance. With data scattered throughout your organisation, there is a lack of control, diluted access, and an increased risk of inaccuracy. Data is entered multiple times, each time in a different location. Some data is entered into the CRM, additional data in ERP and even more duplicated elsewhere. If a customer requests that their data is removed, how confident can you be that it has been deleted everywhere?

Even when automated approval is required, it can be complicated with a lack of overview of the data. You can't predict where the dependencies are. With so many different data islands and multiple entries, errors inconsistencies are more or less inevitable. A change to the name of a field can have an impact elsewhere in the organisation but you might not be able to predict where until it arises.

Your 360-degree view is obscured because of the patchwork nature of the different tools and software used by different departments.

But it doesn't have to be this way.

Integration with iPaaS for a better, more agile workplace

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Integration enabled with iPaaS gives you an end-to-end view of all of the tools used and data stored in your business. It prevents isolated data islands from forming, cut off from the rest of your business activities. You get proactive alerts when errors arise or updates are required. GDPR compliance is assured and your business can operate more efficiently.

iPaaS allows you to intelligently organise things so that you can convert from working sequentially to parallel processes so that when dependencies arise they don't slow everything down. Simple human interactions can be digitised and master data set to flow through the organisation. For example, updates to CRM data are automatically updated throughout the organisation.

It helps departments throughout your organisation to work together. It means that you know where the delays are likely. You know what your business is doing. Overall service delivery will improve and you can be sure that your customers get the best experiences.
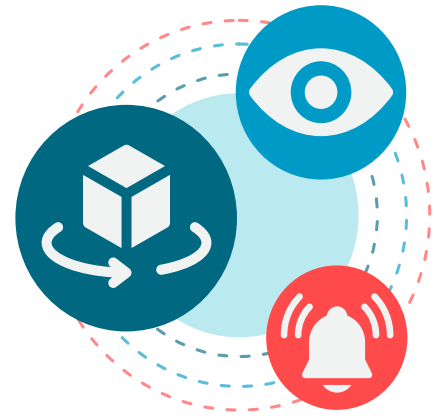
Your digital toolshed

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Think of iPaaS as organizing all of the digital tools in your business and putting them together in a toolshed. Instead of having some tools in one place and others elsewhere, integration brings them all together so you know where to go to look for what you need.

You won't have to waste time waiting for Sophie from Operations to update Lisa in IT before you can get the information you need from Thomas in Finance.

Everyone gets to keep working using the tools that are best for their departments' goals. But now all of those tools — and data — are integrated. Any potential issues can be detected and dealt with proactively, and master data is available throughout your organisation without delay. When you bring in new suppliers, customers, or other partners you can integrate their information and tools into your system as needed.

So, while your company may have become complex unintentionally, you can choose to simplify things once again by integration platforms, applications and data thanks to iPaaS.

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How API management benefits your business in the digital ecosystem

A better way to integrate SaaS

These days many businesses use Application Programme Interfaces (APIs) to provide a multitude of services to their staff, partners and clients. APIs allow businesses to access or manipulate data in a structured way. For example, a bank might have an API which enables customers to carry out financial transactions from their smartphones. Companies will never expose their financial back-end directly on the internet but will use API management as a shield around internal applications.

Collaborating in the digital ecosystem

Your business is part of a vast digital ecosystem of partners, suppliers, subcontractors and competitors. When choosing between business partners, there are many factors to consider. But assuming that company A and company B offer your business equal financial opportunities, which is the more attractive business partner? Company A makes it easy to connect, removes barriers and makes working together straightforward. While Company B is not ready to join the digital ecosystem, their infrastructure is means that unintended delays are inevitable before they can begin working with you as a partner. Unless you enjoy having complicated working relationships you would almost certainly choose Company A.

Can stakeholders easily connect with your digital ecosystem?

Now consider which kind of business partner you are compared to your competitors. Ask yourself how easy you can collaborate with partners.

If you're not sure whether your stakeholders can easily connect with your digital ecosystem, then working with you is probably more complicated than you think. But it doesn't have to be this way. Choosing to work with external partners can mean opening up new business opportunities, markets and reaching new customers. But is it possible to do this without compromising on security? In virtually every case a potential partner chooses the company that is easier to connect with. If your business is putting up barriers to working with partners then you are less anchored in the market, and your competitors have the commercial advantage. The more delays your business has in connecting with partners, the more opportunities your competitors continue to enjoy by comparison.

The same reasoning applies to attracting new customers. Your potential customers want ease of access across multiple channels. They will not wait for responses or stay on hold on the phone to a customer service call centre. They need to feel that you are accessible and available to them, across every channel. They want to feel as though they are dealing with your company at every touchpoint, rather than with a sub-contractor.

How do you know if you're perceived as a "difficult" partner?

Or as a business with clunky technology that is unresponsive to its customers? A good place to start is by considering these questions:

- Is it easy for partners to do business with you?
- Do you have a view on the business you are doing with third parties?
- Do you have a view of business processes outside of your company's boundaries?
- Do you (still) have manual processes?
- Are your departments backed by software to facilitate their day-to-day operations?
- Can you add third-party services to your offering?
- Do you have a standard way of collaborating with third parties?
- Can customers contact you through multiple channels?
- Can you retain the relationship with your current customer base?
- Are you able to expand your business through partners?
- Are you in control of the data you share with third parties?
- Do you want to monetize the data you own?

How API management can help you to access new markets

Having a robust API management service helps your business to be more attractive to potential partners. API management allows you to ease, structure and secure the APIs you expose to your clients, partners and suppliers.

You can track, control, and invoice your API consumers with a platform that encapsulates your data consumers from internal infrastructure. API management removes many of the challenges that using APIs can pose such as security of data, creating and implementing a governance process. This gives you flexibility and reduces the time to market for new products and services. So you can retain your loyal customers, attract new ones and work with new partners.

## Examples of API management
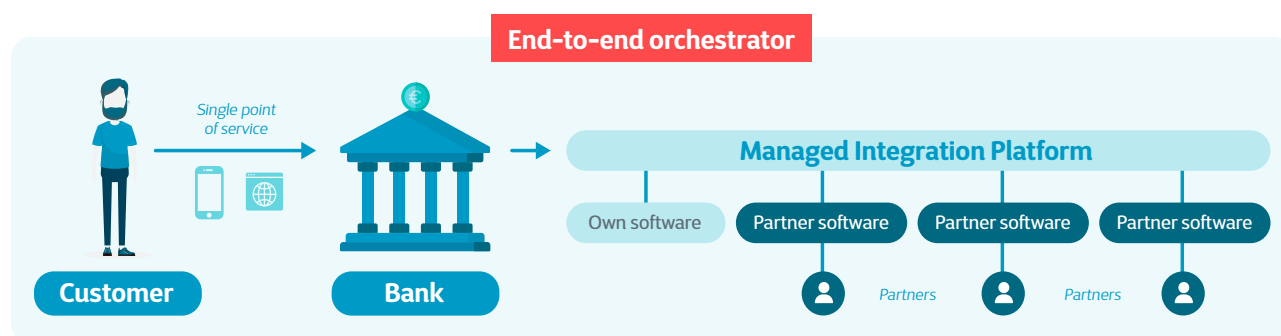
An example of API management in action is with a bank using third party application services. The bank continues to use its branding by white-labelling an existing software system. The customer data is secure and customers are unaware of the third party software. The bank continues to be their only point of contact.

Benefits:

- Extend your offerings and services to meet increasing customer demands
- Consistent customer experience, you own the customer relationship.
- Customers have a single point of service and only engage with your brand.
- Replace legacy software with applications from third parties silently.
- Customers get the benefits of the application update without disruption to the service.

Another example of a financial institution using API management is shown below. In this case, the bank wanted to offer an additional product, insurance, to their customers. However, the bank wished to maintain its control over the entire value chain.

Another example of a financial institution using API management is shown below. In this case, the bank wanted to offer an additional product, insurance, to their customers. However, the bank wished to maintain its control over the entire value chain.

Become part of a bigger eco-system
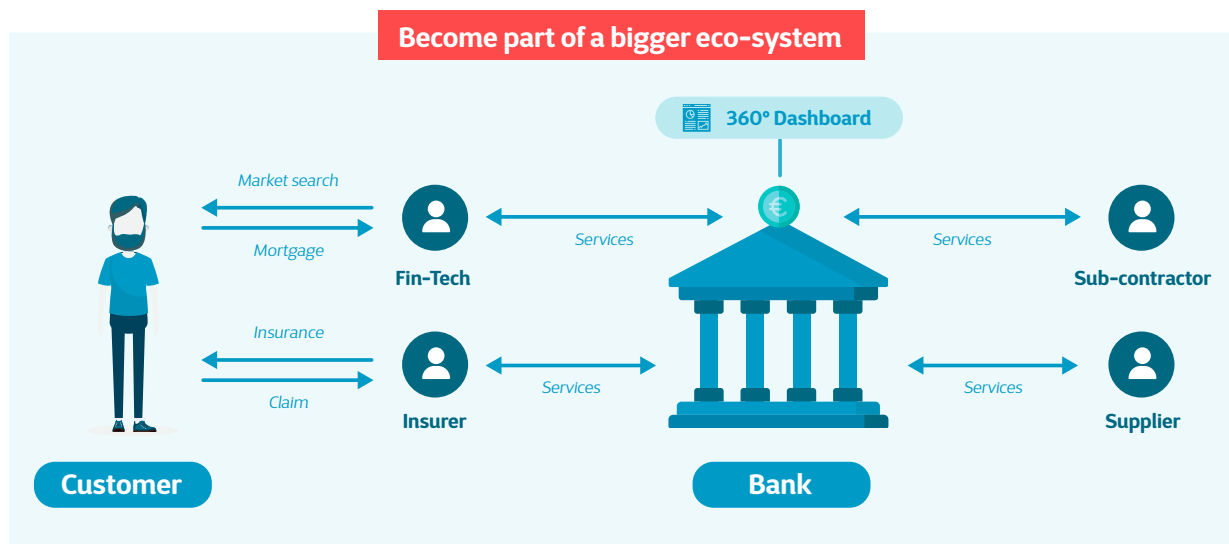
When a customer submitted a claim the bank arranges the follow up using outside partners, such as claims assessors. After selecting multiple partners and once all parties have agreed to the process, the bank remains at the top of the chain. As far as the customer is concerned they are only dealing with their bank throughout the entire process, from choosing an insurance policy to filing a claim online.

Benefits:
- Focus on long-term, close collaboration with partners
- 360° dashboard of customers
- All customer touchpoints are registered, allowing for detailed customer insights.
- Customer insights can be used for highly targeted sales and marketing and to further expand services
- New possibilities opened up because of the ease of collaboration
- Greater access to potential new markets

While both examples here concern financial institutions, the business benefits of API management apply to businesses in every sector. API management allows your business to roll out new products and services more easily by collaborating with third parties. Your business's valuable brand identity is protected and consistent across multiple channels. Your customer's data is secure and under your control. Your IT department can set the governance process and API management ensures that all APIs follow the same structure, thus ensuring stable and secure operations and maintenance.

Business outcomes:
- Enable growth and expand your digital ecosystem with third party platforms and applications
- Open up possibilities and access new markets
- Create a consistent brand experience for your customers, even when leveraging services through multiple channels
- Increase operational efficiency and save time when collaborating with third parties, thanks to automation
- Future-proof your business by setting up a digital ecosystem that is open to collaborating with third parties

IT Integration: What's involved?

The aim of IT integration is to reduce the complexities within your IT landscape. It gives you an overview of your IT processes, their connections and interactions. Naturally, you may be concerned about how to undertake the integration process itself. We know that businesses are apprehensive about planning and running IT integration, worried about the disruptions that may be caused during its implementation. With our extensive experience of integration services, we'll take care of things so that you can focus on your business operations.

Below is an outline of the integration services we offer. We've included some detail on our process, how we work with customers to improve the way they work and open up a world of new possibilities for them.

Cegeka Integration Services

Our integration services enable your business to respond quickly to changing markets and new opportunities. Cegeka can securely harmonise and extend your software landscape to deliver new business value quickly and cost-efficiently. And we do this while ensuring operational continuity across your organization during the integration process.

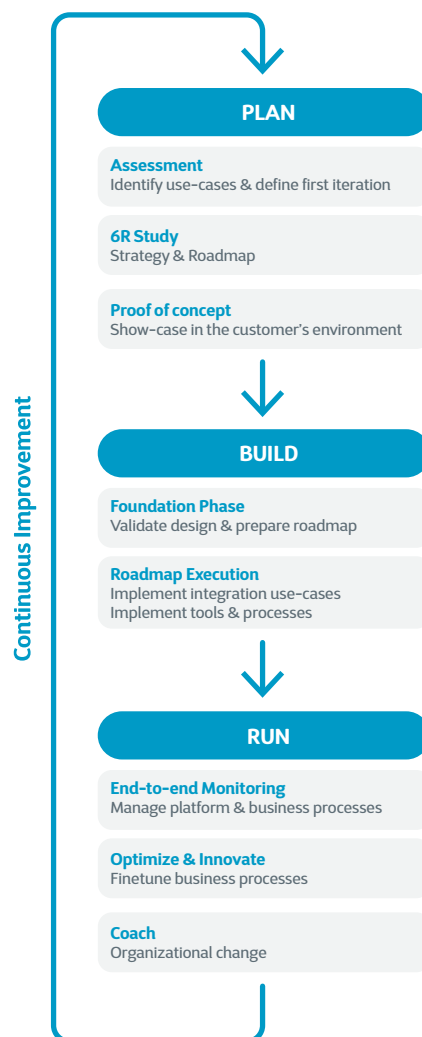Our integration services are divided into the following three domains:

Integration

This domain handles the integration of systems, i.e., transferring data from source to target applications.

API Management

This domain describes how to access data from internal and external consumers.

Data Governance

Data governance ensures that data is synchronized over all instances of the same data and that data is only retrieved by users who are eligible to have access to the data.

Continuous Improvement

PLAN

Assessment
Identify use-cases & define first iteration

6R Study
Strategy & Roadmap

Proof of concept
Show-case in the customer's environment

BUILD

Foundation Phase
Validate design & prepare roadmap

Roadmap Execution
Implement integration use-cases
Implement tools & processes

RUN

End-to-end Monitoring
Manage platform & business processes

Optimize & Innovate
Finetune business processes

Coach
Organizational change

Cegeka uses an iterative and agile process to plan, build, and run integration services for your organization. Our solutions are tailored to your business's operational needs.

We analyse your requirements and harmonize them by reconstructing your IT landscape optimally. In an assessment, we identify the building blocks necessary for the functional change, evaluate the potential cost savings, and define the first implementation steps. Optionally, these assumptions are verified in a first pass in the form of a POC before implementation starts. Cegeka will help you to further optimize the integration landscape to benefit from the advantages gained.

This allows a joint approach to design and implement the best solution for your integration, API, and data governance challenges. Due to a continuous improvement process necessary adoption of integrations, APIs and processes are implemented as an ongoing process.

With our extensive experience of integration services, we'll take care of things so that you can focus on your business operations.

Why choose Cegeka?

Cegeka has helped customers establish new data-driven business models in recent years. In this context, the fast and flexible integration of applications and the shortening of change cycles were key factors to our customers' success. The cross-domain linking of applications and the sharing of information with customers and/or partners was often the focus. Savings were achieved by focusing on unified API management as an essential component, alongside integration and the establishment of more transparent governance. In this and many cases, the savings made help to finance the transformation. These types of programs can support agile efforts and most often only a pragmatic iterative approach leads to success. IT integration will give your business so many advantages, both immediately and in the longer term.

Finding the right enterprise-wide integration path for your company is what Cegeka stands for.

As trusted partners, our clients rely on our expertise. We have worked with over 2,500 companies including many well known organizations.

End-to-end Services
Applications I Infrastructure I Security
Plan I Build I Run

Vendor Independent
Strong partnership with multiple vendors

Trusted Partner
25+ Years of successful IT Services

Pragmatic Approach
Business and Technical Expertise

About Cegeka

Cegeka is a leading European IT solutions provider. The company specializes in multi-cloud services, cloud orchestration, outsourcing, cybersecurity, Mobile Private Networks for enterprise and optimization of applications, infrastructure, and business processes. The family-owned company was founded by André Knaepen in 1992. As of 2019, Stijn Bijnens is CEO. Cegeka has its headquarters in Hasselt (Belgium). The company has witnessed annual double-digit growth of 15% to 20%. In 2019, Cegeka counted nearly 5000 staff, with a consolidated turnover of 561 million euro. Today, the company has 6000 staff in locations all over Europe: Benelux, Germany, Austria, Romania, Italy, the Czech Republic, Slovakia, France, Russia and recently, Moldavia.

Explore 3 integration services use cases

Why iPaas is the best solution to 4 crucial SaaD integration IT issues

Integrating multiple SaaS applications with iPaaS reduces IT security risks, improves user experience and helps your business to run more efficiently.

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Integration centrally connects apps, reduces dependencies and delays, helping your business operate more efficiently.

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How API management offers business benefits to access new partners, markets and customers in the digital ecosystem making APIs secure, cost efficient, stable.

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