



Nebest fully outsources its IT to Avantage



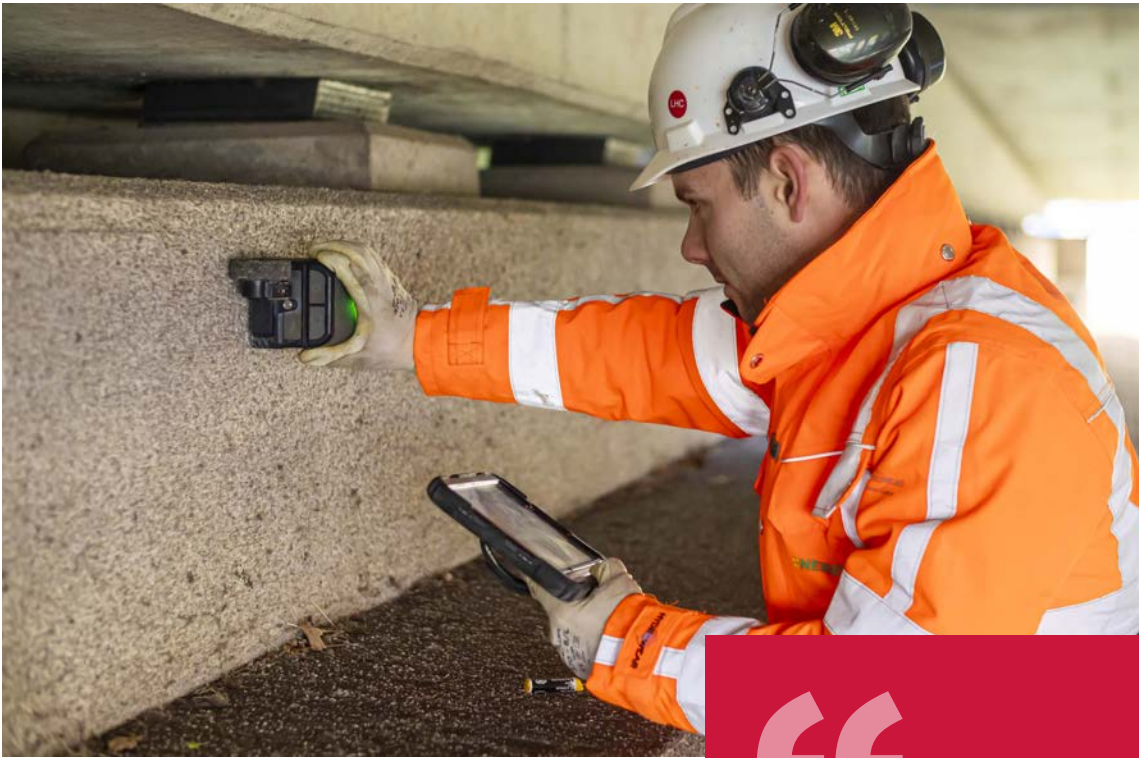
- Supports flexible hybrid working
- Helps drive efficiency and productivity
- Enhances employee satisfaction

COMPANY & CHALLENGE

Nebest is an independent engineering and consultancy firm specialising in inspections, technical consultancy, and project management in the infrastructure sector—not only in civil, mechanical, and electrical engineering projects, but also in construction-related projects. The company's core activities mainly involve the management and maintenance of civil and building structures, including all related challenges. This ranges from inspections and material research (both in the field and in their own laboratory) to recalculations and engineering of new projects: contracts, design/calculations, and project supervision.

A key characteristic of Nebest is its flat organisational structure and transparent communication, both internally and towards clients. At Nebest, honesty is considered the first step toward success.

Since 2013, all IT-related matters have been handled by Avantage, a Ricoh company. "Although that's not entirely accurate," notes Jeroen Post, Head of Business Support at Nebest, who is also responsible for IT. "In 2013, when we took our first steps into the cloud, we became customers of DutchICT. That company was acquired by Avantage in 2017, and we hesitated for a moment.



At DutchICT we knew exactly who to contact and were very satisfied with the service. We didn't know Avantage, and we had to get used to each other. Fortunately, we were able to let go of our initial reservations quite quickly. In practice, it turned out that we both value open communication and clear agreements. These two elements still play an important role in our collaboration today."

Nebest and Avantage are now fully aligned. "Avantage understands what we need: a flexible IT model at acceptable cost. We frequently deal with peaks and drops in data volumes, not always involving privacy-sensitive data. It may happen that we suddenly need to download one 2 TB block of data after another; in some projects, that's completely normal. Soon after, things might be quiet again—it's hard to predict. Still, all we have to do is tell Avantage whether we need more or less capacity, and we can access it immediately, paying only for what we use. A big advantage is that scaling up or down does not require any downtime—we can continue working without interruption."

SOLUTION

A flexible IT model

Nebest is increasingly shifting toward SaaS applications. "We evaluate what absolutely needs to remain in the private cloud and what can be placed in the public cloud," Jeroen explains.

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We rely on Avantage for everything IT-related. For us, the benefits are obvious. It's a one-stop shop—we're fully relieved of IT concerns. And yes, that may be a cliché, but it's true. Another advantage is that Avantage can think in an integrated way: development, management, security, process optimisation, hardware—everything is outsourced.

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“The next step is defining a hybrid strategy that fits the hybrid working model we’re adopting. Everything here revolves around efficient processes. Essentially, we want to do more in less time. Data accessibility is crucial and has become even more important due to the increase in remote work since the pandemic. We’ve learned that not only can we work well offline, but we can also function excellently as an online organisation. The key is maintaining the right balance between office and home working.”

Jeroen is very satisfied with the collaboration with Advantage: “As mentioned, we both appreciate transparency, both in communication and agreements. We simply expect that agreements are honoured. That’s a matter of trust, and of mutual goodwill. We work well together, and we understand each other’s perspectives. We want IT that works for us at a reasonable price; Advantage wants to earn from the services they deliver. Together, we found a solution that satisfies both parties, and that naturally benefits the cooperation.”

Increasing productivity through IT was one of Nebest’s goals. “Advantage supports us well, and we also proactively involve our internal IT,” explains Jeroen. “Thanks to smart integrations between systems, a dashboard constantly shows us how our IT environment is performing and whether capacity meets expected demand. Our Data Management System also provides valuable insights that allow us to work more efficiently. But what matters most is that employees feel that our IT truly works for them. Increasing employee satisfaction was a key objective, and we achieved that together with Advantage.”

BENEFITS

Efficiency and employee satisfaction

A clear IT strategy, hardly any incidents, 24/7 functioning systems, and satisfied employees—could it get any better? “Of course, something occasionally goes wrong. It happens, and the IT landscape constantly evolves. Advantage sees that, and I keep a close eye on it, too. Besides me, our IT department includes a developer for customised applications and an internal account manager who maintains the link between our customers, Nebest, and IT. Every Thursday and Friday, an Advantage service engineer is on-site as a floorwalker. Everyone knows they can approach them for questions or issues. It works very well and also boosts employee satisfaction.”

Jeroen also appreciates how Advantage handles IT projects such as SaaS transitions or the implementation of new applications. “It usually starts with a question or a need from our side. Advantage wants to understand the end goal, so we think that through in advance. Then, we work together to define the requirements that possible solutions must meet. We also consider what’s needed to realise those solutions, how they relate to our current IT setup, and whether they will remain suitable for the future. Advantage then presents several options, including estimated one-time and recurring costs. We can make an informed decision, after which Advantage handles the implementation—sometimes in phases or sprints—and ensures user adoption. We’ve followed this approach several times now, and it has always been successful. Because we focus on adoption, IT innovation is never a problem.”



Avantage has set up modern workplaces at Nebest, and employees can now use a modern service desk with FAQs, tips and tricks for Microsoft 365, and several e-learning modules. “In practice, we rely on Avantage for everything IT-related. For us, the benefits are obvious. It’s a one-stop shop—we’re fully relieved of IT concerns. And yes, that may be a cliché, but it’s true. Another advantage is that Avantage can think in an integrated way: development, management, security, process optimisation, hardware—everything is outsourced to Avantage. This gives them the ability to see the bigger picture. We don’t need to coordinate between multiple parties; we simply don’t have to worry about it. Avantage is a preferred supplier for us, but in return, we expect premium support—and that’s exactly what we receive. As long as that remains the case, we’re very satisfied.”



Headquartered in Rotterdam, Avantage supports hundreds of clients with ‘IT that works for you anytime, anywhere’ and helps them to maintain competitive advantage in their markets. Providing solutions that are tailored and optimised to the requirements of every client, Avantage offers expertise in cloud and infrastructure, cybersecurity, data and application services, AI, and managed services. Founded in 1990, Avantage has been part of the Ricoh group since 2021.

ABOUT RICOH

Ricoh is a leading provider of integrated digital services and print and imaging solutions designed to support digital transformation of workplaces, workspaces and optimise business performance. Headquartered in Tokyo, Ricoh’s global operation reaches customers in approximately 200 countries and regions, supported by cultivated knowledge, technologies, and organisational capabilities nurtured over its 85-year history. In the financial year ended March 2025, Ricoh Group had worldwide sales of 2,527 billion yen (approx. 16.8 billion USD). It is Ricoh’s mission and vision to empower individuals to find Fulfillment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realise a sustainable future. For further information, please visit: www.ricoh.com

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