

Stability in crisis: How Managed Service Provider NEH keeps Dutch housing cooperatives running with LogicMonitor

LogicMonitor enables NEH to streamline IT for Dutch housing cooperatives, driving efficiency and security



INDUSTRY

Managed Service Provider

PRODUCTS

LM Envision

Logs

SOLUTIONS

+ Hybrid monitoring and observability

CHALLENGES > RESULTS

- + Monitoring complexity > Simplified with LogicMonitor replacing four tools into one platform.
- + Knowledge silos > Resolved with clear, unified visibility across systems.
- + Compliance challenges > Addressed with enhanced security and NIS2 compliance.
- + Operational inefficiencies > Improved with proactive alerts and smoother workflows.

KEY OUTCOMES



Enhanced efficiency: NEH consolidated four separate monitoring tools into LogicMonitor’s unified platform, streamlining operations and reducing manual effort.



Improved security: LogicMonitor’s proactive features helped NEH address hidden IT risks, ensuring compliance with the stringent NIS2 Directive and enhancing system reliability.



Stronger service delivery: by improving visibility and reducing downtime, NEH can focus on supporting housing cooperatives in providing affordable housing to underserved communities.

In the Netherlands, a unique housing market exists where residences are either privately rented or managed by semi-governmental cooperatives. These cooperatives play a crucial role in providing affordable housing to millions of Dutch citizens, ensuring that vulnerable populations—such as lower-income families, the elderly and people with disabilities—have access to safe and comfortable homes. Keeping these housing cooperatives running smoothly at national scale requires IT services provided by Managed Service Providers (MSPs) like NEH Group. They form the IT backbone of a significant portion of the country’s social housing infrastructure, managing critical systems that housing cooperative staff rely upon daily—from hosting servers and business applications to managing employee accounts and access. By providing robust IT support to housing cooperatives, NEH enables these organizations to efficiently manage their properties, process applications, and maintain their operations, ultimately helping them fulfill their mission of providing affordable housing to underserved communities.

As Jaap de Koning, IT Innovation Manager at NEH, explains, their mission is critical: “Using the right tech at the right time.” For their 80 non-profit housing cooperative clients, every technology investment must be carefully weighed against its costs and benefits. System downtime or inefficient solutions could strain their limited

budgets and impact their ability to serve their communities. By selecting and implementing the most cost-effective technologies, NEH helps these organizations maximize their resources while maintaining reliable services.

Adding to this challenge was the impending NIS2 Directive, a European Union (EU) regulation designed to strengthen cybersecurity across critical sectors, including MSPs like NEH. This new regulation promises to raise the stakes, with non-compliance potentially resulting in severe penalties—fines up to 2% of annual revenue and, in cases of persistent failure, the risk of government intervention.

The Dutch housing crisis demands a reliable response. Housing cooperatives are on the front lines, and NEH, recognizing the need to adapt, sought a solution to streamline operations, improve service delivery, and meet these evolving regulatory demands. To achieve this, they turned to LogicMonitor's comprehensive monitoring platform to ensure the stability and security of the IT infrastructure these cooperatives rely on to deliver critical housing services.

A patchwork of tools

NEH's day-to-day monitoring previously used a patchwork of up to six different siloed tools, each reflecting different systems. This monitoring fragmentation made correlating events across disjointed systems nearly impossible, and solely reliant upon manual, human effort. For instance, a network slowdown might be linked to a server issue, but identifying that connection across separate dashboards was time-consuming and inefficient. Team members would spend hours manually exporting data, often requiring help from specialists to piece together a holistic view of their environment.

The fragmented approach to monitoring created knowledge silos and presented a business risk, since NEH was vulnerable to staff turnover. Each tool required a dedicated expert, and losing that expertise meant months of scrambling to find and train replacements in a competitive job market.

While NEH was confident in its existing SOC2 and ISO certifications, the looming regulatory changes highlighted the need for a more proactive and streamlined approach to IT management. They were obligated to provide their customers, especially government entities, with timely and

transparent communication about their IT environment and any potential issues.

Facing these challenges, NEH recognized a critical void in its IT management. They needed a unified solution to streamline operations, provide comprehensive visibility, and meet evolving regulatory demands. In their search, NEH prioritized platforms with MSP experience, robust cloud monitoring, and cost-effectiveness.

Single pane, multiple gains

NEH's journey with LogicMonitor transcended the typical expectations of an MSP-tailored, cloud-hosted solution. As Koning explains, "LogicMonitor has given us everything in a single pane of glass, all linked with our ticketing system. It's improved the quality of our work by leaps and bounds."

At the core of this transformation was the consolidation of monitoring tools. LogicMonitor effectively replaced four of their previous systems, including PRTG, Zabbix, SCOM, and Azure Monitor. This consolidation eliminated the need to juggle multiple interfaces and manually correlate data, significantly streamlining operations.

The platform's customizable dashboards have dramatically improved visibility into each of NEH's customer environments—the 80 housing cooperatives. This enhancement has reduced the need for dedicated monitoring staff and eased audit readiness in compliance with the NIS2 Directive.

LogicMonitor's comprehensive approach improved NEH's application secrets management. These secrets, such as API keys and passwords, are sensitive pieces of information that need careful handling to ensure security.

“ It helps to have software that checks several boxes. LogicMonitor excels at tasks often perceived as simple, but are complex in large IT environments, providing insights we didn't see in any other tools.

Jaap de Koning, NEH's IT Innovation Manager

Previously, reviewing app secrets required manual effort, with support staff checking portals for warnings or error messages. “Now, these crucial security elements are systematically monitored and managed,” says Koning.

Proactive features, such as alerts for SSL certificate and credential expirations, enable NEH to address potential issues before they impact operations. This shift from reactive to proactive management has significantly enhanced service quality and customer satisfaction.



**LOGICMONITOR'S
COMPREHENSIVE
APPROACH IMPROVED
NEH'S APPLICATION
SECRETS MANAGEMENT.**

Setting the benchmark for EU cloud services

NEH isn't just keeping pace with the evolution of IT—they're stepping out in front. Their move to public cloud and SaaS services, supported by the robust capabilities of LogicMonitor, demonstrates their commitment to proactively shaping the future of IT managed services. As a leading voice in the EuroCloud community, NEH is setting a powerful example for the industry, proving that embracing change and leveraging the right technology is key to delivering exceptional value in an increasingly complex digital world.

ABOUT NEH

NEH is an IT supplier with a team of more than 150 employees and a leading position in the housing association sector. Recognized as a trusted IT partner, the company is known for delivering exceptional service rooted in understanding and addressing client needs. NEH listens carefully, prioritizes customer wishes, and provides tailored IT solutions. This commitment has shaped three core values that define the organization: involvement, reliability, and courage. Guided by these principles, NEH places a strong emphasis on the human element of IT services, fostering genuine connections with both customers and colleagues. At NEH, IT is truly people's work.

ABOUT LOGICMONITOR

LogicMonitor offers hybrid observability powered by AI. The company's SaaS-based platform, LM Envision, enables observability across on-prem and multi-cloud environments. LM helps IT and business teams gain operational visibility and predictability across their technologies and applications to focus less on troubleshooting and more on delivering extraordinary employee and customer experiences. For more information, visit logicmonitor.com and our [blog](#), or follow us on [LinkedIn](#), [X](#), [Facebook](#), and [YouTube](#).