

Kinopolis and Netcure: building the foundation of a digital home together



CHALLENGES

- Be accessible to customers 24/7
- High-performance connectivity (smooth ticket sales & service at the box office)
- Secure digital environment
- Fast onboarding of new cinemas
- Strong digital foundations
- Stable applications for customers

SOLUTION

- Firewall management
- Network management
- External connectivity
- Proactive support
- Assistance by cyber experts

ADVANTAGES

- A specialist who thinks along and who is seamlessly integrated in the Kinopolis IT team
- Accessible and fast service provider
- The right people in the right place
- Inspiring collaboration
- Netcure solves issues

In a world where digital connectivity and cybersecurity are increasingly important, Kinopolis and Netcure have joined forces to create the ultimate cinema experience for thousands of film fans. According to Bjorn Van Reet, CIO at Kinopolis, you need a solid, digital foundation to weather the group's daily challenges. Netcure and Kinopolis have been working on this foundation together for many years, contributing to the international cinema group's growth and success.

SEAMLESS ONLINE EXPERIENCES

Since 1997, Kinopolis has been offering an innovative cinema concept, which serves as a pioneering model in the industry. The Kinopolis Group operates 111 cinemas worldwide, with a total of 1,138 screens and more than 202,605 seats, from Belgium to the United States. Bjorn Van Reet, who was appointed CIO seven years ago, is responsible for the cinema group's increasingly crucial digital landscape.

"Our visitors' customer journey often starts online, which is why the right content must be available 24/7. Our customers want to be able to watch the newest trailer, buy tickets, or find the right information about their visit to our cinema with just a few taps or clicks. A seamless online experience is crucial for Kinopolis. We need connectivity to sell tickets.

Once customers arrive at our cinema, we aim to offer them an unforgettable experience, without queues and with superior audio and crystal-clear images. We also need excellent IT infrastructure for this. What's more, every step of the process must be secure."

"A partner who helps to build the foundation your company needs and helps chart the direction for your company is vital for a high-performance and secure digital environment."



DIGITAL CHALLENGES FOR KINEPOLIS

As the digital infrastructure and experience become more critical for Kinopolis's daily customers, who are in the thousands, the group faces a growing number of challenges, Bjorn is quick to point out.

"Our website must be fast, user-friendly, and reliable, for which you need an efficient network. Much of the added value we offer our customers comes from our apps, which must also be fast, connective, and secure.

Opening new cinemas or acquiring existing cinemas can also be a challenge. Last year, we acquired two cinemas in Spain, and we had just half a day for the complete IT integration. We were given access in the morning, and the first customers arrived at noon. In the meantime, we had to sell tickets and ensure all the systems were up and running."

BUILDING A DIGITAL FOUNDATION

"A solid, digital foundation is crucial to achieve this day after day", Bjorn stresses. He believes the CIO's job is to build and use this foundation to create added value for Kinopolis. He adds that solid partnerships with reliable, experience partners, such as Netcure, play an important part in this.

"The foundation of our digital home is simplicity and security. Cybersecurity is one of the most significant challenges we currently face. Your home needs to be adequately secured to weather a heavy storm. And we regularly weather cybersecurity storms at Kinopolis.



"Netcure is our guide in the cybersecurity storm, with a crew of reliable sailors and captains who steer us in the right direction, ensuring that we safely make it back to shore."



In the past, we used to work with several partners and rely on several technologies. We have since whittled these down, choosing to focus on simplicity and on partners who offer added value, help us map out a direction, and contribute to building a solid foundation for our group. This is the only way we can create a connected, secure digital environment."

AN IT PARTNER WHO CREATES ADDED VALUE

One of these partners is Netcure. As a cyber security and network management expert, Netcure assures firewall management and provides daily support for all network operations, external connectivity, and projects.

"Netcure makes the difference by ensuring that we can always rely on the right people, with the right technical expertise, at the right time. When we open new cinemas, like in Spain last year, their team is always the first to arrive on-site to get it up and running in no time at all.

What's more, Netcure always starts from our perspective to solve issues. I think that's the cornerstone of any good partnership: someone who offers added value instead of merely being a supplier or seller of products."

But Bjorn says Netcure goes that extra mile. As a leading cybersecurity and connectivity expert, the team ensures that Kinopolis can continue to grow and innovate.

"You make progress through innovation. And for that, you need a partner who keeps up with the latest industry developments and inspires you to continue working on making the foundation of your home more solid, in innovative ways. And that is exactly what Netcure does."

"Netcure is an invisible but indispensable partner. Just as the foundations of a house are invisible but support the entire structure, we can count on Netcure to lay the foundation on which we can grow, day after day."

Bjorn Van Reet
CIO



[View the video.](#)



Crazy about cybersecurity

Netcure is your independent specialist in cybersecurity. Our ambition? Complete security for your digital environment, however complex it may be. But also your complete peace of mind. Our security specialists will not only solve your security problems, they will make sure your cybersecurity is set up to perfection and ensure that you can face the future with confidence. How we do that? With a personal approach, 24/7 availability, independent advice and short lines of communication. You can be sure about that!

Netcure is a recognised VLAIO service provider with offices in Zaventem and Kasterlee. The company is committed to the cyber- security of about 300 small and large companies in various sectors. These include Kinopolis, Horeca Van Zon, De Wroeter, Acco, Fosbry & Zonen, Juvo en Lunch Garden. Several cities and municipalities and inclusive workplaces also use Netcure's services.



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