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ESSENT

FROM BUGS AND MALFUNCTIONS TO EFFICIENCY AND EASE OF USE

Essent, one of the largest energy suppliers in the Netherlands, has chosen Infoland to supply a new quality management system. A new era started three years ago for Essent Risk Management: a new department that would focus specifically on integrated risk management, with value creation and business partnership as priorities. A department in which support by the correct tools is essential. However, the outdated tool was causing malfunctions and this resulted in frustration. It was high time for a new solution!

Joyce Boere, Manager Commercial Risk Management at Essent, was responsible for this project. “Our previous tool caused quite a lot of malfunctions, bugs and other issues that did not run smoothly. These problems occurred primarily on the side of our software supplier at the time. The tool was simply inadequate to meet our needs and offer value creation. As a result, it became difficult to perform truly good process and risk management. And that needed to change!”

The search for a new tool

In other words: looking for a new tool that would enable Essent to get an organisation-wide grip on processes and risks and retain their unique position in the market. This time we set up a list of requirements for the search. “Not only was it important that the system would be free of malfunctions, the user-friendliness for employees was also important. The system needed to allow for immediate analysis of incidents and documents needed to be accessible to everyone. We found the right combination of price, quality and user-friendliness in the software by Infoland: [iProva](#). The software is easy to use and is not difficult to manage. This is a marked contrast to the software that we used previously. This software was not intuitive and was difficult to use, whilst software management also took up a lot of time. As a result, our employees were not motivated to work with the tool. A missed opportunity!”



“The software is so simple that we can now largely perform the management ourselves.”



“It is clear, has a good intuitive appearance and countless handy search options.”

iProva: solution and relief

“Whereas our old tool no longer met market requirements as far as functionalities are concerned, iProva provides a solution and relief.” Joyce was the first person within the organisation who truly made integrated use of the quality management system by Infoland. “We involved the business closely in the decision to opt for iProva and during the implementation process. This allowed us to meet the actual needs of the business. The feedback that we are now receiving from our employees sounds very promising for the future. Employees now enjoy working with the [tool](#). It is clear, has a good intuitive appearance and lots of useful search options. This allows you to quickly find what you are looking for in a large number of documents. 90% of our employees say that it is an improvement compared to the previous tool. It helps them to perform their work more efficiently. The user-friendliness and the absence of malfunctions saves us a lot of hassle and gives us more time to focus on real risk management. Of course we are very pleased with this. In addition, we now have a lot more functionalities than we previously had and the implementation also proceeded without any issues, within the scheduled time and budget.”

The importance of ease of use

The management of internal processes is also very important for Essent. It allows employees to establish contacts and ensures that [risk management](#) is implemented properly. “Again, the difference with iProva ([module Documents & Processes](#)) compared to the other process management systems, is the ease of use. This is truly unique! You can find a specific document or process simply and quickly. Without this tool, we simply would not be able to continue our high level of internal management. Not only is the software very simple, it is also very easy to manage. In the past, IT would have to manage the software, but now we can do most of it ourselves quite simply.”



“That little bit of personal attention creates added value.”



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“Finally, short lines of communication and personal attention, [that is what Infoland stands for](#). If we do encounter any problems, then they can solve these quickly. That, to me, is really a unique point compared to all the other parties”.

The personal attention is often lost in large organisations

Thanks to the positive experiences with iProva, Joyce has already recommended the software to various departments within the organisation. “We have recommended the system internally. It deserves to receive attention, because you really do get value for money. The great thing about Infoland is that they have a platform where you as a user can share ideas for new functionalities. And if other users also indicate that they would appreciate this functionality or if Infoland recognises the value of it, then there is a high probability that the functionality will be developed. Several changes have been made since the implementation half a year ago to meet our needs. To me, that personal attention from Infoland offers added value”.

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Essent, one of the leading energy companies that supplies energy to 2.5 million customers in the Netherlands and Belgium. Essent wants customers to help their home or business comfortably and energy-efficient. They therefore offer other smart, energy-related products such as solar panels and the Nest Learning Thermostat™. This allows customers to live more comfortably and sustainably.

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