

CASE

# Zorgwaard

Step by step towards  
professionalisation at  
Zorgwaard



 Live-link your assets and facilities.

**ULTIMO**

# INTRO

## ULTIMO SOFTWARE OFFERS STRUCTURE AND INSIGHT

DOZENS OF PHONE CALLS, E-MAILS AND PERSONAL REQUESTS: LIFE AT A SERVICE DESK CAN BE REALLY HECTIC. BUT IT NEED NOT BE! ZORGWAARD IS AN EXAMPLE OF HOW TO DO IT DIFFERENTLY. REQUESTS AND MESSAGES ARE DEALT WITH IN THE ONLINE PORTAL OF THE SELF SERVICE MODULE OF ULTIMO FACILITY MANAGEMENT SOFTWARE. LINDA DAM, PROJECT OFFICER OF THE EXECUTIVE OFFICE, AND HARRY DU PREE, MANAGER SERVICES OF THE CARE FACILITY, EXPLAIN WHY THEY CHOSE ULTIMO.

## OUR SOLUTIONS

### Zorgwaard

With 1,200 employees and another 1,200 volunteers, Zorgwaard is a major care facility in the Hoekse Waard region. The institution is very proficient in home and nursing care. Over the years, it expanded into ten locations, that offer a variety of care like rehabilitation, psychogeriatric and somatic care, occupational therapy, speech therapy and outpatient physical therapy. The organisation offers an integrated concept of housing, care and nursing, and service provision. They strive for small scale care in the area.

### Time for professionalisation

Zorgwaard is growing. This is why the supporting services of the organisation are getting more and more requests. Harry du Pree, Manager Services of Zorgwaard, decided that it was time for a new software suite. Obviously, it had to meet a number of functional requirements, but it especially had to be easy to use.

### What system suits us?

So what system suits us best? "Bit by bit it became clear that Ultimo was the right system for us. Especially the user-friendly screens appealed to us", says Linda Dam. "Ultimo also was a good choice because of its pricing. The suite is very versatile, but the way it is designed in modules allowed us to compile the application bit by bit. Start small and slowly grow with the next module. A process that is still going on." Another argument Dam and Du Pree give is that it is very important that there is chemistry. "It is important to connect with the supplier. You need this feeling of mutual understanding. Do they get what we want, do they know how to translate this into a product worth having? This certainly was the case with Ultimo." The final step in the selection process was taken when Zorgwaard visited two reference organisations that already use Ultimo.



"I would like to advise organisations to go for a phased approach, concentrate on ease-of-use for end users, and test processes thoroughly before they are implemented in the organisation."



Zorgwaard decided to choose Ultimo SaaS, which means they have a monthly subscription for Ultimo Facility Management. "Our server was outdated and needed to be replaced. It could not provide the necessary performance. And we were not able to make large investments, because a system replacement was not part of the budget. A small investment each month could be incorporated in the exploitation", explains Du Pree.

#### Step by step implementation

It is essential that the layout of the system is considered well during implementation. Linda Dam agrees: "It is so important to have that framework. You want to put the structure into the system in one go." Linda chose a small project group: "This is my advice to other organisations too. The smaller the group, the more agile it is."

#### The next step: phased introduction Self Service

"Despite us having considered carefully how processes have to be designed, it always takes some time to commission a new system and/or redesign your work processes. You make yourself vulnerable and open to risks when you introduce software for 1,200 people at the same time. This is why we chose a phased introduction of the Self Service", says Linda Dam. "We have decided to send employees an e-mail with information about the upcoming changes with the personal log on codes for Ultimo. Also we published the occasional blog on the intranet. We clearly communicated that this would be the new way of working; this meant a final farewell to all the e-mails and phone calls."

#### A step into the future

The organisation wants to profit even more of all the advantages of Ultimo. For example, they are streamlining the processes surrounding recruitment and the leaving of employees, using the Multijob module. Zorgwaard is still working on this functionality; together with the Ultimo consultant they are looking for the best way to design the process of recruiting and retiring employees. The registration of issues like telephones, access tags and keys, is a requirement for the future.

#### Step by step towards professionalisation

Step by step Zorgwaard is working towards professionalising the support services. And some very impressive steps have been taken. Ultimo has provided understanding, insight and cost control in many different ways because it streamlines processes so much better. "The main advantage to Ultimo is that the system can be adapted to make it work for you", says Linda Dam. "We not only gain insight and understanding but we work much more efficiently. We now know better what we manage and what status it is in. Optimisation of Ultimo is an on-going process. And we are still continuing on that journey." Linda Dam finishes by giving some advice to other organisations: "I would like to advise organisations to really go for the phased approach. Consider the ease of use for the end users and test processes very well before they are implemented in the organisation."





# LIVE-LINK YOUR ASSETS AND FACILITIES.

The world is in a whirl, and it revolves around all your objects and equipment at the speed of light. If you are the one responsible for maintenance, facility or IT in your organisation, you want nothing more than your assets constantly letting you know whether they are still compatible with this world. And if you are responsible for more than that you want this as well. After all, your assets may require your attention in a more general, or even financial, way. Ultimo will be sure to pass on the crucial signals about your assets. So you can pick up on them and act decisively. Are you listening?

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