

WEM Success



Meeùs – efficiency boost for customers and employees

Meeùs belongs to one of the top three insurance advisory companies in the Netherlands, with about 72.000 business clients and 300.000 private customers. Every year, the company conducts an analysis to provide the most suitable insurance advise to their customers for the upcoming year. Revision of data and prepaid advance payment offsets is one of the most important activities for Meeùs. The sector Construction and Infra gained an efficiency boost by digitizing this process with WEM.

Jeffrey Heesen, head of Construction and Infra, and Eelko Heuvelmans, product lead for Marketing, are proud initiators of the new tooling. “We save a lot of time and hassle by automating the administrative process of data revision, for the client as well as for our team.”

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The revision of data is a yearly analysis Meeùs conducts for its clients, to get a clear picture on changes of their client’s revenue and number of employees. “Clients may receive a payback or, if the revenue or the number of employees have increased, need to pay extra.” Jeffrey explains.

Digitizing the revision process

Every year, clients receive a questionnaire my e-mail. “Not that long ago, these forms have been mailed traditionally,” Eelko explains. “Collecting the information, but also processing it, was very time consuming. Not only internally, but also for our clients. Now we have a custom workflow that guides through all necessary steps.”

The need to digitize this process arose not only internally, but also customers were ready for the modernization. “In this digital era clients can reach out to us through our online platform as well. We aim to make availability a lot easier for our clients,” tells Eelko. “With the online service, clients can provide us with information themselves.”



A quick return on investment

Meeùs will earn back the financial investment within one year. “It’s been worth the investment already. We’re now saving capacity worth a part time employee”, the men tell. “But it’s more than that. Most important is our customers’ satisfaction. The possibility to further develop the tooling was also an important factor for making this business decision.”

According to Jeffrey and Eelko, the company made a significant improvement in efficiency with the new application, built with WEM. “Compared to last year, we’ve increased the number of revisions realized by 15% already, despite the fact that we’ve started later this year,” says Eelko. “It shows that the lead time as well as retrieving and processing information is a lot faster. Maybe most importantly, we receive positive feedback from our clients and our colleagues.”

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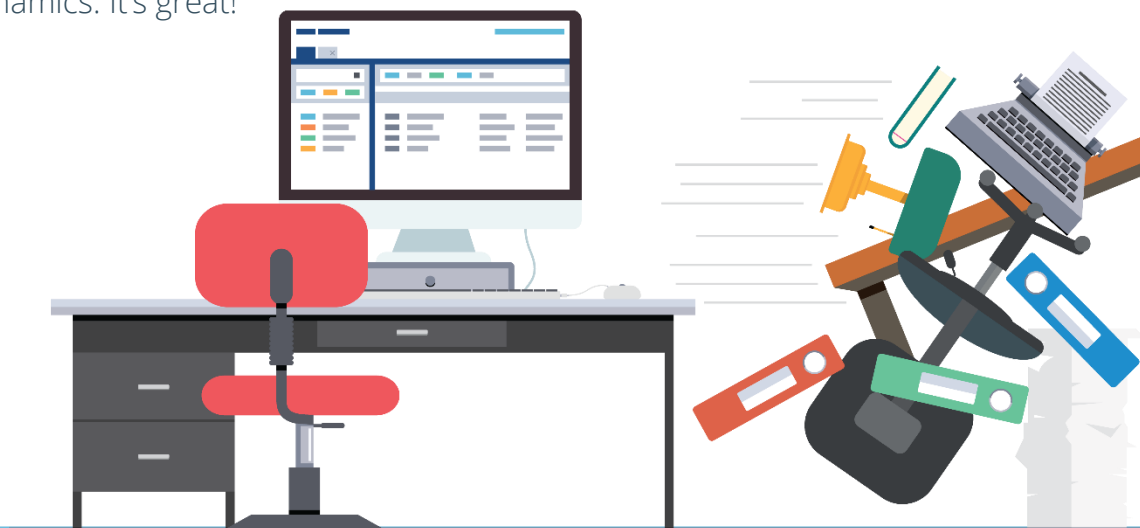
Collaboration with self-employed WEM Expert

“With our previous vendor we hit limitations quickly,” Eelko explains. “After we had seen the demo, we quickly started working with WEM and decided to develop three systems with the platform.”

The first and most important system is the revision application. This system was built within three months by WEM Architect Douwe Roelofsen. Douwe is self-employed and decided to specialize in WEM and join the network organization Webbit21. “Douwe is a winner!” says Eelko enthusiastically. “I like his proactive approach. He asks smart questions and constantly seeks the connection with us. He asks questions that my team and I didn’t even think of in the first place. It helped to accelerate the process. It’s a great and efficient way of working together.”

New methods in a somewhat traditional industry

At this moment, two more applications are being developed. “The insurance industry is sometimes a bit old fashioned, to be honest,” the two men agree. “We want to change that, by trying new work methods and automating processes. And we see that our efforts have positive impact. Our clients are enthusiastic. Our team loves the new application, which also has a great impact on the team dynamics. It’s great!”



About WEM

WEM is an application platform that enables any subject matter expert with minimal IT knowledge to create custom applications without programming. Developing fully functional multi-platform web applications is not much harder than modeling your process in a flowchart.

WEM Modeler

Lizzy Ansinghstraat 163-3
1072 RG Amsterdam
+31 (0)20 240 21 20
info@wem.io
www.wem.io

About Meeùs

With about 72.000 business clients and 300.000 private customers, Meeùs is one of the top three insurance advisory companies in the Netherlands.

www.meeus.com

The logo for Meeùs, featuring the word "meeùs" in a white, lowercase, sans-serif font with a small accent over the 'u', set against a dark blue rectangular background.