



CASE STUDY:

EASY CASE MANAGEMENT WAS KEY TO CONSULTANTS GINSBO | VALENTIN

Customer
Ginsbo | Valentin

Partner
Simplitize/WorkPoint

Products and Services
Microsoft 365
WorkPoint 365
WorkPoint Express

Industry
Consulting service

Organization size
Small

Country
Denmark

To fulfill a passion to help people requires the **right software tools**

Implementation of WorkPoint 365 Document & Case management solution in Microsoft 365 by WorkPoint partner Simplitize

Ginsbo | Valentin is a small consultancy with a big heart. Two women, Malene Ginsbo and Christine Valentin own and run the company. They are external partner for the Danish "Jobcenter", the public employment agency.

Ginsbo | Valentin helps people on the edge of the labor market to come back on more lenient terms within another area of work or to clarify their situation regarding possible future employment or incapacity benefit.

The best platform

The company started in April 2020, and soon Malene and Christine needed a platform to handle the cases. They knew the advantages of WorkPoint from

previous jobs and would not settle for a "homemade" Excel-version and yellow files in Word!

Professionalism characterizes the women. They take great pride in their business model of being close to their stakeholders: The Jobcenter, clients and the companies they work with. "Often we need to act quickly, when vulnerable people need our help, and thus it is important that we have a structure to handle each case, and a close collaboration with social responsible companies", says Malene Ginsbo.

Christine Valentin adds, "Each person has numerous concerns and often a lot of questions due

to their situation of being sick. They worry about their family, their economy and are unsecure whether they can ever work again. We are their lifeline, and when we write professional reports about them to the Jobcenter, it is important that we have all information at hand."

Business Issue/Challenge

With many clients, Ginsbo | Valentin needed a GDPR-compliant system to handle all the documents and at the same time create an overview.

The main challenges were:

- > How do we work easily and automate journaling?
- > How do we create structure across all cases?
- > How can we quickly and at all times have an overview of all cases?

The Solution

> Document & Case Management with WorkPoint 365 and WorkPoint Express

With the assistance of WorkPoint partner Simplitize a case management solution was set up. Jesper Kjærsgaard explains, "Having worked previously with WorkPoint, Ginsbo | Valentin knew exactly what they wanted, and the Express plugin for Microsoft for e-mails and documents was also a must.

Outcome and benefits

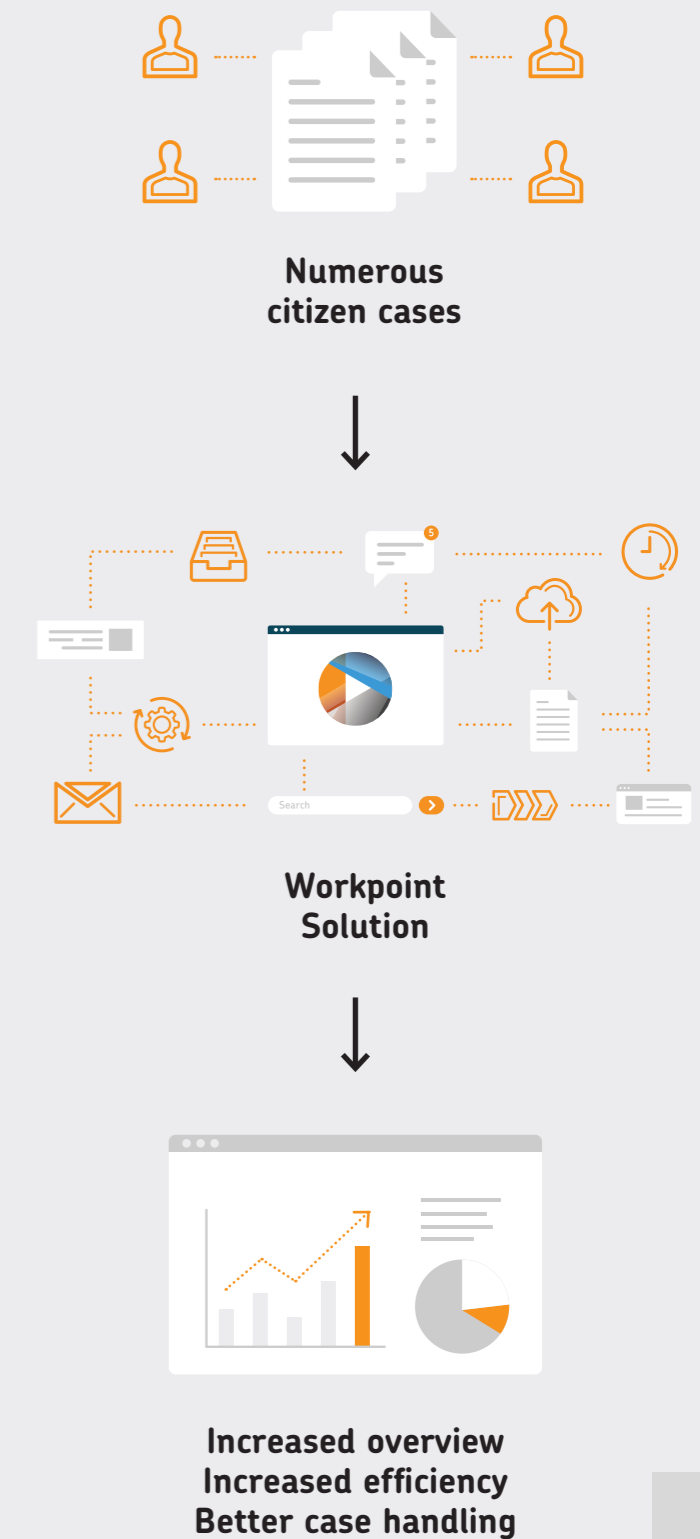
> **Easy to use**
With WorkPoint Ginsbo | Valentin has a system that supports their business. With document templates and automatic journaling, it is easy to use, and gives them the possibility to focus on core business.

> **Great integration**
95% of the work is done in WorkPoint Express. There are many emails back and forth to citizens, public caseworker, and companies, and it is very efficient that the journal is always at hand. Malene states, "when things are busy, it is just easy to work in Outlook, so you don't need to click between several windows".

> **Overview**
With case management it is simple to gain a complete overview of the individual case and status across all cases. Christine wraps it up, "At one point we had numerous client cases at the same time, and our solution really proved its worth. At any time we could see the progress in each case, the meetings and tasks ahead as well as the overall picture, enabling us to deliver our professional standard".

WorkPoint for small companies

Jesper Kjærsgaard from Simplitize enjoys working with large as well as small companies. "All companies that need to save and structure their data can benefit from a WorkPoint Document and Case Management solution. Because WorkPoint is a standard system built on Microsoft, we can set up a technically small solution within one week, and depending on requirements and needs, the solution is scalable to fit everyone – also economically."



Increased overview
Increased efficiency
Better case handling

Get in touch

Would you like to know more about WorkPoint, we urge you to contact us or one of our partners.

Please find a partner at:
www.workpoint365.com

“With WorkPoint Express we can use our time and resources with our clients, and at all time have completely overview of all our cases and their status.”

Ginsbo | Valentin