

WEM Success



HVG – closer to the customer with Quick-scan

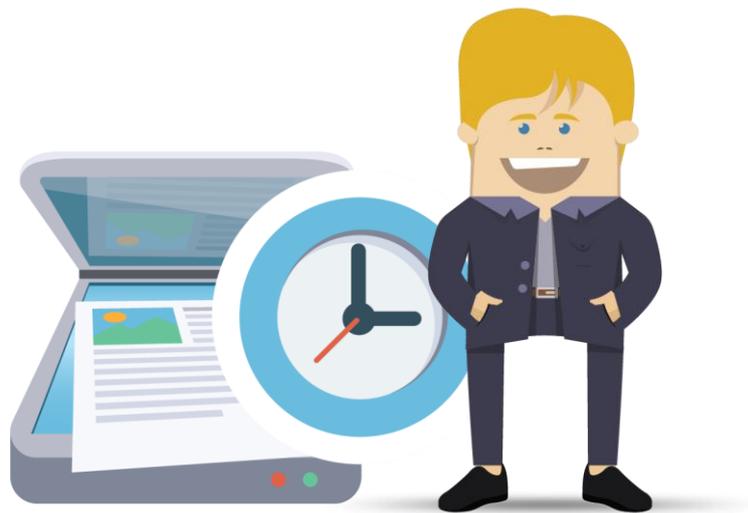
Law firm HVG makes smart use of new technology. The organization recently developed the 'HVG Governance Zorgscan' (in English: 'HVG Governance Health Care Scan'). It's a quick-scan, built in WEM, mapping the situation of healthcare institutions with regard to their governance. This tool keeps HVG in close contact with the target group and provides valuable insights in the respective sector.

HVG is a leading law firm and notary office that works in a multidisciplinary context and provides national and international support in areas such as business law, labor law, IT and privacy, entrepreneurship and health care. Francijn de Rotte, a lawyer at HVG, is specialized in business law. She saw an opportunity to bring a demand arising from the health care sector and HVG's service offerings closer together.

She took the initiative to develop an online quick-scan, which provides a first indication about the governance situation of health care facilities – that is, whether the facility is 'in control' or 'not in control'. By filling in a questionnaire, respondents discover if they comply with regulations. If not, HVG offers their services to help improve the situation.

Get in touch and offer insights

"We observe that in practice many health care facilities do not comply with current regulations in terms of governance. Either because they are not aware, or because they think these regulations are not important enough to comply to," Francijn explains.



"By using this scan, health care facilities get to know if they do or do not comply to the regulations within 5 minutes. It even gives the facility details about which areas they need to improve in. With this tool, we aim to inform and get in touch with health care facilities, as well as get to know their current situation so we can offer our services in a more targeted way."

"In this case, however, we wanted to implement the tool quickly. That's why the development with WEM was a perfect solution."

The quick-scan is a simple tool that reduces time and cuts costs for the organization. Francijn sees the great advantage and efficiency that the tool generates.

"Previously, there was a lot more to it for such an analysis: get in contact with the potential customers, conduct an intake interview, evaluate the analysis and discuss the results. Now, health care facilities can go through the quick-scan themselves and immediately receive their report, which informs them if improvements are needed. After that, we call them to offer our services."

Collaboration with an external party

HVG had some requirements for the tool. Content should be easy to manage and maintain.

“This comes in handy when regulations change or if we decide to target another sector. Another requirement was that the analysis report would be immediately available to the respondent,” says Francijn. “Our internal IT department was not able to quickly provide such a tool. But with WEM it was possible.”

“The tool was built in 1 sprint, which is two weeks. It took longer to publish the tool because of legal requirements and technical efforts at HVG.”

Besides being able to realize all requirements, it was also more cost efficient to outsource the development of the tool. “This is a large organization with many layers and processes. It takes quite some time to get something done. It would have been very time consuming to develop such a tool internally. In this case, however, we wanted to implement the tool quickly. That’s why the development with WEM was a perfect solution.”

Francijn was responsible for the content during the development of the quick-scan. Because of her experience with the regulations that this target group was facing, she compiled the questions and results of the tool. Together with another HVG colleague, she defined the set-up of the tool, and the application was produced almost instantly.

“We discussed our wishes with WEM and got to work right away. The tool was built in one sprint, which lasts two weeks.



Opportunities for the entire organization

Quick-scans such as this one are helpful tools for compliance-focused organizations, such as HVG. The idea is to use the tool in other departments of the organization.

“This is a pilot project for the entire organization, in which the tool can be tightened and adjusted. These adjustments can be easily conducted with WEM. We already have the structure -- only the content has to be adapted to the specific sector,” Francijn explains enthusiastically. “The tool offers opportunities for the entire organization.”

About WEM

WEM is a no-code Application Platform as a Service 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

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About HVG

HVG is one of the leading law firms and notary offices in the Netherlands. The organization is active nationally as well as internationally with local offices in amongst others Amsterdam, Brussels, and a Legal Desk in New York.

Governance-Zorgscan:

www.hvggovernance-zorgscan.zoombim.nl/

www.hvglaw.nl

