



Region

The Netherlands



Solutions

Verint® Workforce Management™

Verint® Work View™

Verint® Team View™



Industry

Insurance

Results

- Underpins NN's cloud-first strategy for growth.
- Increases agility and flexibility.
- Streamlines people management, such as rostering.
- Improves data quality and quality of customer engagement.

Nationale-Nederlanden Drives Rapid, Productive Growth with Cloud WFM Migration

Opportunity

Nationale-Nederlanden (NN) is the largest insurer in the Netherlands, providing insurance, pensions, and banking services to more than six million private and business customers.

NN's front office consists of more than 1,100 agents, who are responsible for voice and digital customer engagement. The organization was struggling with its existing workforce management (WFM) platform. The on-premises system was nearing end-of-life, there were issues with the Java environment, and the switch to a modern cloud WFM platform for employee forecasting, planning, and scheduling aligned well with NN's cloud-first strategy.

Guus Genuit, senior manager within NN's WFM team, reveals why the move to an on-demand model had to be made. "The advantage of the cloud is that NN is always on the latest version of the software, and issues such as downtime are virtually eliminated. We can adapt more quickly to change and engage more effectively with our customers."

So why did NN choose Verint® Workforce Management™? Genuit explains, "As a WFM community within NN, we have a clear picture of what we want – and Verint is the best choice. Their cloud WFM platform is continually being innovated, it's been proven countless times in the market, and it integrates quickly and easily into our front-office environment."

Genuit and his team also had another requirement. "We've wanted to deploy the Verint Workforce Management mobile apps, Verint Work View™ and Verint Team View™, for a long time. We already use Verint FlexManager™ to fill shifts, but the Verint mobile apps give us more flexibility in our day-to-day operations. For example, we can report during the day that new shifts are available. A student just finishing a lecture can confirm their availability for a shift, log in, and work for an hour. Our employees also like to be able to view timetables, exchange shifts, or register on their smartphone. And, of course, Verint Cloud Platform helps ensure the data is secure," he says.

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Guus Genuit, Senior Manager, Nationale-Nederlanden

Solution

The migration to the Verint cloud model, which is running on Amazon Web Services (AWS), took five months and was supervised by a team including an IT specialist and four WFM employees. The core team acted as a group of superusers and was in regular communication with Verint. Colleagues from other NN departments were also engaged with tasks relevant to the project.

Genuit comments, “We began by mapping improvements we wanted to make as part of the cloud migration compared to the existing setup of the WFM environment, especially around automation. Most teams have made significant improvements in this area. In the past, for example, one team made a weekly copy of the roster. However, realization figures were not automatically fed in, and the team did not work with a forecast. Now that the cloud WFM application is being used, the schedule is automatically generated for this team, and the realization figures are collated without any manual processing.”

Benefits

Verint Workforce Management is increasing NN’s productivity, boosting employee performance, and, ultimately, helping NN reach its future digital state faster. The modern, cloud-based interface is optimized to make common tasks easy, deliver an enhanced experience, and enable NN workforce managers to see all they need without switching screens.

The specific benefits include:

- **Accelerated productivity:** Verint Workforce Management automates a large number of WFM back-office processes. As a result, far fewer manual interventions are required to complete a roster. The team also has a unified, 360-degree overview of project management, showing, for example, the distribution of capacity over a given period of time and the extent to which the capacity meets the forecasted demand.

- **Improved quality of service:** The cloud migration forced NN to perform a major data clean up. This not only prevented historical data and user accounts from becoming increasingly polluted, but also saved considerable costs, because NN can delete dormant user accounts. Genuit explains, “A regular data clean up has a dramatic impact on the quality of service and cost of operation. For example, we can check data fields are all filled in with the correct registration of first and last names.”
- **Enables agile support:** By standardizing on Verint Customer Engagement Cloud Platform, NN has access to even more responsive, expert support whenever it needs. “As a WFM employee, you don’t have to ask the IT department if you have a query about the software or hardware. We can connect directly with a Verint expert. That shortens the lead time and further improves our quality of service,” Genuit explains.

The launch of the Verint mobile WFM app is the final leg in the cloud migration and is currently in the planning stages. The implementation takes a little more time, owing to the strict European and Dutch financial services compliance regulations. “The introduction of the mobile app, together with intuitive user features such as single sign-on, will certainly contribute to higher employee satisfaction,” says Genuit.

Verint Workforce Management in the cloud is creating a foundation for future growth at NN. The organization can adapt more quickly and easily to market and customer change. Plus, there is no need to invest periodically in server capacity and infrastructure management. “A cloud migration also strengthens the collaboration amongst the WFM team,” Genuit concludes.

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