



## Qlik Sense offers Repay HRM visual insights to quickly align the business

Since 2005 Repay HRM provides payroll and HRM services to medium sized enterprises in the Netherlands. In addition is Repay HRM active as a recruitment agency. With its own HRM specialists, business consultants and a central service center, Repay HRM has everything it takes to completely unburden companies in the field of HR. Repay HRM is a fast-growing organization. The company grows 20% annually and currently counts 10 branches serving more than 1500 clients. Every year more than 12,500 people are employed by Repay HRM.

### No real-time insight into the business

The Service Center is the heart of the business. Bas Paridaens, director of the Service Center at Repay HRM: "Everything comes together within our Service Center. The people, the processes and the systems. People, as they will contact the service center through the channel of their choice, be it internet, WhatsApp or telephone, for all their work related questions and notifications, from reporting sick to a question about their contract. The processes play an important role in the efficient and satisfactory handling of the questions- we call these tickets. Costs are reduced when we manage to create efficient, standardized processes and with a predictable output. And without our systems we would not be able to provide our services at all. We work

# emergo

## REPAY HRM

### Return on Investment

"The ROI you realize with Qlik Sense is more than positive."

**Bas Paridaens, Director Service Center,  
Repay HRM**

# Solution Overview

## Company name

Repay HRM

## Industry

Services (HR, recruitment, payroll, outsourcing)

## Function

Executive, Service & Support, Operations, Marketing, Finance

## Region

The Netherlands

## Challenge

Repay HRM wanted realtime insights into the state of their business for better predictability.

## Solution

A Qlik Sense dashboard that visually monitors the status of the business in realtime allows Repay HRM to immediately take action when certain service targets are not met.

## Benefits

- Insights into the most important KPIs of the service desk, such as the number of open tickets, the response times and the 'question top 10'.
- The progress of processes and projects can be seen in realtime which means that adjustments can be made quickly.
- No more Excel sheets compiling data from different systems.
- See at a glance what is going well and what is not.
- From 'I think' and 'I suspect' to 'I know because the data tells me'.

## Qlik Partner:

E-mergo

“All the Excel sheets that we get poured over us nowadays simply don't do the trick anymore. You want to see at a glance what is going well and what is not. Seeing is believing, that's how it works.”

**Bas Paridaens, Director Service Center,  
Repay HRM**

with best of breed applications, so the best applications in the market for instant messaging apps, ticketing and remunerations. But this also resulted in our need for a BI solution, because for actual insights into the state of our business we had to compile reports using data from 6 or 7 different systems.”

## Seeing is believing

Obtaining an unambiguous, real-time insight into the business was the reason that Repay HRM started looking for a business intelligence solution. Bas Paridaens: “We wanted a BI solution that would allow us to visually monitor the state of our business in realtime, in order to immediately see when and where our service targets are not met. This is not possible with an overview you compile once a week. By the time you start analyzing the data has lost its value. We also recognized the importance of visualization. All the Excel sheets that we get poured over us nowadays simply don't do the trick anymore. You want to see at a glance what is going well and what is not. Seeing is believing, that's how it works.”

The selection process for the BI solution went smoothly. The application managers within Repay HRM have compiled a list with specifications that the solution had to meet. Then the team looked at Microsoft and Qlik. The last, because the core application of Repay HRM is AFAS, and within the AFAS the dashboards to analyse finance and HR are provided by Qlik. Bas Paridaens: “Microsoft was too complex for us, so we soon started talking about Qlik Sense with E-mergo, a Qlik business partner with experience in our industry. A trainee then started working successfully on a Repay Qlik environment. That is the beauty of Qlik Sense, you can do a lot by yourself. When we saw the first results of her work we were sold immediately.”

### From intuition to facts ....

With Qlik Sense the team first developed a visual analytics environment for ticketing. Bas Paridaens: "The service desk is the heart of our business, with a lot going on. We unlocked the data from the different best-of-breed applications such as ticketing, messaging apps and telephony in a Qlik dashboard. This provides insight into the most important KPIs of the service desk, such as the number of open tickets, the response times and the most frequently asked questions at a specific moment, the 'question top 10'. Having these realtime visual insights is important to us. We can zoom in to our business and take action based on what happens now. For example, if we see a lot of questions about an annual statement we can immediately develop an extra communique. This means that we no longer operate based on intuition. From 'I think' and 'I suspect' we moved to 'I know because the data tells me'."

### ... and from tactical to strategic

The impact of Qlik Sense goes beyond having realtime visual insights into the business. Bas Paridaens: "We saw that we were spending more time on certain activities than we originally thought. For example, the process of employment termination, which was not fully automated. As soon as Qlik shows us a high percentage of tickets involving a specific process, we adapt this process and ensure better communication. You will then see that the ranking of these tickets quickly deteriorates. With every step we take to optimize processes with the help of automation is immediately reflected in the results. The most important thing for Repay HRM is that the Service Center in its entirety can devote a higher percentage of their time to strategic activities to realize operational excellence and to optimize customer and employee satisfaction. We are less tactical and transactional and more strategic, allowing us to invest time and energy into becoming a real partner, for both the business as well as our employees."

"Thanks to Qlik Sense, we can optimize our business in such a way that we can shift our time from transactions to strategic HR activities."

**Bas Paridaens, Director Service Center,  
Repay HRM**

Repay HRM is still deploying new solutions with Qlik Sense with as goal to make the activities of each business unit transparent. Bas Paridaens: "Every manager within Repay HRM has been asked to develop a list with KPIs for their department. We asked them how they steer their business and how their team knows how they are performing. We will then visualize this in Qlik Sense dashboards. When this is completed we will be able to identify the weak spots in every department. If you have to add figures to it, the ROI you realize with Qlik Sense is more than positive. You can earn the investment back in a month."



## About E-mergo

The name E-mergo is derived from the Latin proverb 'Luctor et emergo' (I struggle and emerge). In Zeeland this signifies winning the battle against water. Obviously, we do not battle water, but we do make sure that companies keep their heads above water in the growing stream of data. Working from the motto 'Manage your data, innovate your business' we help you to get the most out of your data.

We do this using software from Qlik, Microsoft, Mendix and TimeXtender, for which we provide software, training, consultancy and support. Together we will help your company to create new business models and to reduce costs.

[www.e-mergo.nl](http://www.e-mergo.nl)

The logo for Emergo, featuring the word "emergo" in a bold, lowercase, teal-colored font. The letters are rounded and have a slight shadow effect, giving it a three-dimensional appearance.

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