

## SUCCESS STORY



### More efficient ways to work with "Jobbhjälpen"

To be able to gather and make organization information available to the employees at Wasa Kredit, Peritum introduced the concept of "Jobbhjälpen". "Jobbhjälpen" is a web portal med routines and instructions that employees that interact with customers use in their daily work. An independent evaluation shows that "Jobbhjälpen" lowers the costs of at least 5 mkr annually at Wasa Kredit.



## The challenge

Wasa Kredit needed to find new ways of creating and documenting routines in their IT applications. The challenges that we identified at Wasa Kredit included the dependence on the knowledge on critical questions of individual employees, absence of standardized methods and a lack of information quality. By finding a solution for this, the organization would be able to increase the quality of customer contact and shorten the time for case management, which would make the organization more flexible and reduce the dependence on specific individuals.

## The solution

We developed a concept to gather critical information and make it available to the employees. The concept was called “Jobbhjälpen”, which is a web portal where employees easily can find instructions, procedures and other important information that support them in their daily work. The material on “Jobbhjälpen” consists of clear instructions, procedures and basic data descriptions, which together describe the Wasa Kredit ways of working in different



processes and IT applications. When the project was completed, there were more than 250 instructions and 330 routines explained in the “Jobbhjälpen” web portal.

### **The result**

“Jobbhjälpen” has become a great support for the employees at Wasa Kredit. From having the information spread out on different locations, you can now refer colleagues, new employees and extras to a place with the correct information. An evaluation shows that “Jobbhjälpen” lowers the cost for Wasa Kredit with at least 5 mkr annually.

*“Peritum deliver tangible, real benefits. They can be a sounding board for ideas, but also dare to question and go in and take control if required. Peritum keep their promises.”*

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PROJECT COORDINATOR, WASA KREDIT



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