

GJENSIDIGE FORSIKRING

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Gjensidige in Denmark is a subsidiary of Gjensidige Forsikring ASA – one of Scandinavia's four largest non-life insurance companies with activities in Norway, Sweden, Denmark and the Baltic States. Gjensidige Forsikring offers insurance to individuals, business, agriculture and the public sector. The Danish branch of Gjensidige Forsikring has approx. 500 dedicated employees.

Gjensidige's overall goal is to be the most customer-oriented company in the insurance industry, and they prioritize profitability rather than growth.

For Gjensidige Forsikring, it was essential to automate all work processes in the administration so they chose to extend their ProMark solution with ProNotify for automatic notification to get more benefit from the solution.

QUOTES – GJENSIDIGE FORSIKRING

“We have outsourced our payroll administration and wish to avoid manual procedures both within our administration department and for our employees. Part of the solution was to expand our ProMark process support with ProNotify, i.e. automatic reminders for managers in case of missing approvals and reminders for employees with missing registrations. As a result, our payroll reporting has become more reliable and accurate.”

**KENNETH RUBY JENSEN, DEPARTMENT DIRECTOR HR NORDIC
GJENSIDIGE FORSIKRING**



ABOUT MARK INFORMATION

Mark Information is an innovative software company offering the Workforce Management solution ProMark from offices in Denmark, Sweden, Norway, United Kingdom and Romania.

ProMark enables customers to optimise productivity and generate savings through scheduling the right resources, at the right time, for the right job and ensures that resources are remunerated correctly in the most effective way.

We service global corporations and have more than 1000 installations and 300,000 users.



FROM MANUAL ADMINISTRATION TO AUTOMATIC NOTIFICATION

THE CHALLENGE

- Too many manual administrative procedures
- Hard to comply with deadlines in connection with payroll and follow-up on absence
- Missing registrations and approvals and timely reporting of mileage
- Too little follow-up on sick leave

PROJECT SCOPE AND SUCCESS CRITERIA

- The project comprises approx. 480 employees
- Time, hassle and manual efforts in the administration must be reduced
- The number of missing registrations, approvals and reports must be reduced and absence due to illness must be lowered

KEY METHODS

- ProTime for time and attendance
- ProJect for project registration
- ProNotify which manages reminders on missing registrations or too much absence due to illness, and facilitates follow-up within deadlines

OUTCOMES

- The administration avoids spending time following up on employees who have forgotten to make registrations; this is automated with ProNotify
- Recipients of the notifications have more time to complete the task as reminders are not sent at the last minute but at a specified time



PRIMARY RESULTS

- Saved time and effort through automation of workflows and processes without manual effort in the payroll administration
- More smooth and accurate payroll reporting
- Higher efficiency and productivity

