



isolutions[®]

Social departement City of Zurich

**«Data security has been significantly
increased thanks to the new solution.»**

Sandra Müller, User

The Social Services of the City of Zurich provide basic social services. The city itself is divided into five social regions, each with a social center. The Social Services employ a total of 867 people, 205 of whom are social workers and 125 of whom work in the field (as of Sept. 2012). In 2011, around 18,000 people received social assistance. Management by Excel is still widely used in many companies today. If several employees have to the same Excel spreadsheets with data, these solutions quickly reach their limits. Now is the time to replace the Excel solution with a professional application.



Stadt Zürich
Sozialdepartement

With xRM away from the Excel solution to more effective and efficient collaboration.

Initial situation

In order to be able to clarify suspected cases of misuse of benefits, the City of Zurich deploys various teams that work according to a clearly defined process. The corresponding data was mainly recorded in Excel. Both the recording and the evaluation of the data reached its limits

with this solution due to the lack of automatic mechanisms. In addition, monitoring the implementation of the defined measures also proved to be very time-consuming.

Solution

Together with isolutions, the Social Services of the City of Zurich have replaced the Excel solution with a professional and user-friendly application based on Microsoft Dynamics CRM / xRM.

All employees who process cases with suspected misuse of benefits access the application in their specific roles and can easily record all necessary data.



Benefits

- The xRM solution is integrated with Outlook and the operation is intuitive and based on Outlook.
- Since the xRM solution is integrated with Outlook, it is very easy to use. The workflow for processing the suspicious cases is supported by automatically generated e-mails. In this way, the various teams can work together more effectively and efficiently and concentrate on their essential tasks.

867
employees



efficient collaboration



user-friendly
data acquisition

Partner profile

#weshapethefuture

Founded in the civil defense cellar by three visionaries from the Bernese Oberland, isolutions has been accompanying companies into the digital future since 1999 as the largest dedicated Microsoft one-stop-shop in Switzerland. We integrate Microsoft services in a way, that adds value and has a positive change in the corporate culture.

Supported by over 200 passionate minds consisting of business and technical consultants, change makers as well as software developers, architects and cloud natives, we are driven to peak performance by our customers and their challenges. Together with customers from different industries, we build the bridge to the tech giant Microsoft. All with one goal: To create the best employee and customer experience in order to achieve competitive advantages.

Customers love our inspiring corporate culture, which is contagious. It successfully supports and overcomes organizational or technological challenges. Together with them, we shape the future of teams, products, companies and entire industries.

Locations

Bern

Schanzenstrasse 4c
3008 Bern

Basel

Güterstrasse 144
4053 Basel

Zurich

The Circle 38
8058 Zürich

Barcelona

Carrer de Trafalgar 6,
2a planta, despacho 28
08010 Barcelona

Contact

isolutions AG

+41 31 560 88 88
info@isolutions.ch
www.isolutions.ch