

WEM Success



Wereld Administratie – From accountant to entrepreneur

“I can easily fill my days with standard activities, as accountants are used to. Carry them out as I learned at school, and as I did for many years in my previous permanent job. However, this particular job probably won’t exist in ten years,” director of Wereld Administratie, Philippe Peerboom, explains. His company is not a standard administration office anymore, not since they developed their own tool with WEM.

“We keep our eyes open for what is happening around us. We think of new solutions for problems that we face ourselves and think forward,” Phillippe tells us. “It’s a fact that digitalization and automation changes our business. I don’t see it as a problem, because so many activities are standard procedure anyways. I did it the same way for 15 years already. I have no interest in continuing like that. I want to automate our processes, carry out new ideas, and personally advise our clients on how they can move forward.”

Too many tools slow down the work process

Wereld Administratie was facing some practical issues in its work process. Almost everything was done digitally. However, because the company used a different tool for each activity, it slowed down work process and made it complicated.



“We were looking for a new solution, where our data forms, as well as our internal organization, could be managed in one place. WEM turned out to be an ideal match, because we could design the tool exactly as we wanted, and we could develop it ourselves, internally and independently.”

Together with his team, Philippe developed a tool that brings together all separate tools used before. The company then automated its activities and gave structure to its internal work process.

“Automating the intake process saves us and our client a lot of hassle, time and costs.”

Centrally manage and organized

Wereld Administratie’s primary need was a centralized database containing all client information. A convenient overview was created that displays the contact person of an organization, related tasks, and which employee is responsible for the account. This created a clear and transparent system for Wereld Administratie. Along the way, additional functionalities were developed that make the tool even more versatile. For example, the application now contains project planning, registration of contact moments and templates for letters and e-mails. A knowledge base was also added to support the employees with content-specific activities. “This way,” says Philippe, “we stimulate our employees and trainees to collaborate in the virtual environment and support them with a knowledge base for substantive issues.”

Developed internally and independently

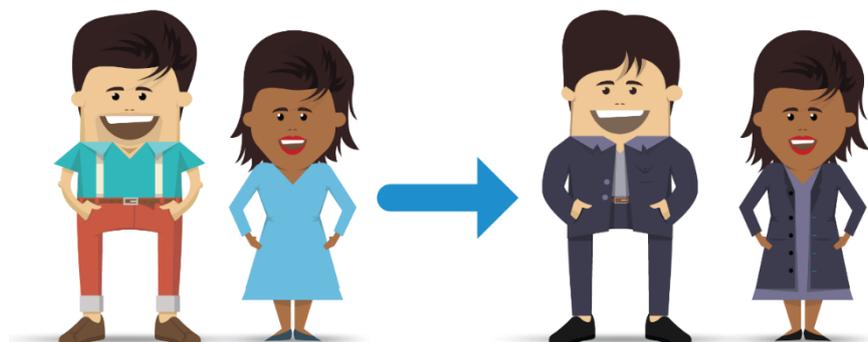
The tool was developed internally and independently with the WEM platform. That means the tool can also be further developed in house. Philippe and his team defined what the tool should entail. A dedicated team member enthusiastically set to work after just a couple of days of WEM Training.

“Step by step we continue to extend the tool. We immediately use it and thereby test the new functionalities and adjust them, if applicable.”

More personal contact through automated processes

Another tool for income tax return is being developed in WEM. Philippe explains, “Many people hire administrative offices, like us, to do the income tax return for them. In that case, we need certain information from you.” Rather than having loose papers, receipts and files, they simplified the declaration process with an online questionnaire. The client fills in all required information and attaches relevant files. With the information provided through the online questionnaire, Wereld Administratie submits the tax declaration.

“Automating the intake process saves us and our client a lot of hassle, time and cost,” Philippe says. “You can still submit a consultation request via our tool, for example for unusual situations. That’s possible, because the time we save with our tool, we now spend on more personal contact with our clients.”



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Taking on opportunities as an entrepreneur

Philippe has great experience in the business, stays up to date with latest developments in the sector, and has a sense for IT. With WEM he develops successful tools to bring his business forward. “We don’t even call ourselves accountants anymore, but entrepreneurs. Because we keep developing new solutions and thinking along with other entrepreneurs. Most of our competitors lag behind; they don’t go along with the digital age. We, however, make use of the opportunities that IT offers us.”

Plans are being made to offer the tools that the company developed to the market: “This allows us to help others and earn back our investments. In the meantime, we’ll continue developing the tool. Because of WEM, we have a lot of new ideas for additional functionalities and new products. We won’t get bored, that’s for certain!”

About WEM

WEM is a no-code Application Platform as a Service that enables any subject matter expert with minimal IT knowledge to create custom applications without programming. Developing fully functional multi-platform web applications is not much harder than modeling your process in a flowchart.

WEM Modeler

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About Wereld Administratie

Wereld Administratie is an administrative office located in Hilversum. The office provides their services nationally as well as internationally to small and medium businesses.

www.wereldadministratie.nl



WERELD ADMINISTRATIE

Voor u als ondernemer: snel, persoonlijk en betaalbaar