

The a.s.r. Service Shop



The Service Shop (Dienstenwinkel) is a portal that insurance company a.s.r. is deploying to make it easy for employers to offer services. They have to deal with absenteeism, its prevention, and reintegration after an employee has dropped out. In order to give employers (and their advisors) the easiest possible access to a wide range of support services, the Service Shop was developed. It was built by consultants from CoolProfs together with a.s.r. employees and a specialized tester from Valori.

The services in the digital store help retain staff, promote sustainable employability and reduce absenteeism (costs). Quality is guaranteed by a.s.r. and the offering is continuously monitored and adjusted based on market developments.

Challenge

Roenee Hanssen, manager of information management at a.s.r. and Loyalis, says: "We started an innovation project with a limited duration and a clear mission: to bring together the range of services in the field of reintegration and absence prevention."

"For that, OutSystems seemed ideal to us. This platform is already strategically deployed in other parts of a.s.r."

Employers and consultants logging into the portal should be able to choose from three types of services:

- Preventive services
Solutions that help ensure long-term employability and absenteeism prevention.
- Reintegration services
Guiding employee and employer during a reintegration process.
- Education and training
Trainings or workshops in the field of social security, absenteeism, vitality, sustainable employability and prevention.

In addition to employers and consultants, internal a.s.r. employees can also use the portal. These include case managers and Sustainable Employability (DI) consultants.

The services can be divided into three types: free, for a fixed price, or by quotation.

Approach

Because of good experiences with CoolProfs at other business units, the Dutch OutSystems+ Expert was asked to develop the Service Shop. They utilized their CoolProfs Way of Working. This method anchors core values such as security, quality and standardization in the development process. In addition, a.s.r. uses the proprietary CoolProfs SDLC-Suite: a suite of tools to achieve a fully automated CI/CD pipeline.

Roenee Hanssen: "With a new project, it is important that the users embrace it. This is only possible by delivering quality from the beginning and always adding value. That's why daily deployments were important to us. The CoolProfs way of working makes this possible. New functionality can be available the very next day."

Eline Broekmans, a CoolProfs Consultant on this project, adds: "I work on the user stories that a.s.r. prepares. If something is not yet ready for production, I put it behind a Feature Toggle. This shields the code, but does not prevent the app from joining the daily deployment."

Welkom in de Dienstenwinkel



Als werkgever wil je dat je werknemers duurzaam inzetbaar zijn én blijven, zodat ze gezond, gemotiveerd en productief aan het werk zijn voor jouw bedrijf. In de Dienstenwinkel vind je een uitgebreid aanbod van diensten die je hierbij helpen en ondersteunen. Dit zijn diensten van a.s.r. zelf of van zorgvuldig geselecteerde partners die aan onze kwaliteitseisen voldoen. Zo stellen we het beste aanbod samen om je bedrijf vitaal en je werknemers inzetbaar te houden, nu en in de toekomst.

[Bekijk hoe het werkt](#) »

Opleidingsagenda

[Webinar Actualiteiten arbeidsrecht](#)

23 mei 2024

[Training Verzuimgesprekken voeren](#)

29 mei 2024 in Utrecht

5 juni 2024 in Groningen

25 september 2024 in Utrecht

[Bekijk ons volledige opleidingsaanbod](#)

Rapid software development alone doesn't fix everything. The rest of the organization must be able to facilitate this. For example, if testing lags behind, new features do not go into production quickly. a.s.r. has fully understood that.

Michel Coudron, Principal Consultant at CoolProfs, says: "The entire team works agile and we have a test specialist from Valori. Test scripts are automatically executed by the JOSF software at night and evaluated the following day. Any errors are fixed immediately. This significantly reduces the client's time and money spent on bug fixing afterwards."

Results

"The most important result of the Service Shop is that employers are relieved of their worries," says Mr. Hanssen, "along with consultants and, in the near future, health and safety services. In one location, they are able to find the entire product range of a.s.r. in the field of sustainable employability and absenteeism (prevention)."

The project started a year ago with two consultants from CoolProfs. Within a year, the MVP was completed. Such a flying start was possible because CoolProfs is part of a.s.r.'s OPT (OutSystems Platform Team). In addition to managing infrastructure and shared components, this team is responsible, among other things, for the strict guidelines that all OutSystems applications must meet.

Asked about the use of CoolProfs, Mr. Hanssen says: "Our experience with CoolProfs has been excellent. Knowledge is shared quickly and CoolProfs has a community of experts who can easily consult each other."

He is equally clear about OutSystems and the use of low-code: "I am sure that OutSystems allows for faster development, and that the end result is more stable. When you build a new product from scratch with high-code you will usually have more issues."

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Roenee Hanssen
Manager Informatiemanagement

"The OutSystems platform is very robust and can handle a lot more traffic. And that's what we're going to work on, because in addition to employers and consultants, we also want health and safety services to do more with the Service Shop. The platform is ready for it. We are going to create better links with internal systems and tap into new target groups in the near future."

a.s.r.

a.s.r.'s purpose is to support people in securing their financial future.

We help our customers manage risks and build wealth for the long term. Our products and services are designed not only to meet today's needs, but also to remain valuable in the future — always developed with future generations in mind.

Through brands such as a.s.r., Loyalis, Aegon and TKP, we offer a wide range of services including non-life, life, and income insurance; individual and group pensions; pension administration; health, travel, leisure, and funeral insurance; and home mortgages. We also provide asset management services for institutional investors. Additionally, Knab is our online bank tailored to the needs of self-employed professionals.

 www.asr.nl



COOLPROFS

CoolProfs is a leading OutSystems consultancy company focused on the development of complex information systems. Our approach is fully geared towards the business and spans across the entire life-cycle. We are a highly qualified OutSystems (and Gen) partner. CoolProfs works for innovative organizations such as a.s.r., Maykers, DB Schenker, Municipality of The Hague, ABN AMRO, Samskip, Stedin and WoningNet and we do this with pride and pleasure. Our R&D department works closely with our customers and OutSystems Product Management to optimize a DevOps way of working and fully embed CI/CD on top of OutSystems. Our Center of Excellence proposition ensures a holistic and successful roll-out of low-code.

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