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*"M-Files provides full control of the case flow and the ability for us to 'slice and dice' our information from all angles in order to better analyze performance and produce weekly updates to our clients."*

**-Dr. Nasser Siabi OBE**  
CEO,  
Microlink

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## Success Story

# Europe's Leading Provider of Disability Management Solutions Leverages M-Files for Case Management

Founded in 1992, Microlink is Europe's leading provider of assistive technology and disability related management solutions. The company's mission is to empower individuals and organizations through the provision of the most innovative and appropriate assistive technology solutions that enable them to connect with, access and achieve their true potential. Microlink engages with organizations to provide end-to-end management services for their staff, which enables Microlink's clients to improve the overall support they provide to their employees who may require additional assistance.

## Volume of Cases and Work Orders Drive Need for Formal Case Management System

Microlink manages each person requiring assistive technology support as a separate case, and all of the related information about the individual -- their medical condition and the ongoing support required and provided -- must be tracked. As each case progress over time, the state of completion and details of all the activity related to completion of the support must be carefully tracked and managed. As part of this process, Microlink is required to periodically monitor all information related to its compliance with service level agreements and to stay within agreed upon performance criteria.

To support the management of each case, which includes the underlying work orders and related information of the employee and case statistics, it was vitally important for Microlink to implement a case management solution that could be deployed quickly and that was flexible enough to fulfill the various requirements of their corporate clients. With hundreds of new cases initiated every week, and numerous work orders created for each case, Microlink required a more effective solution for more closely monitoring the level to which their staff was involved in providing service.

In addition to being able to establish a wide range of data fields for tracking every event for each individual they worked with, the company also needed a solution that could manage the status of each event and track the assignment and accountability for completion accordingly.

## Laminin Solutions Manages M-Files Deployment at Microlink

Microlink engaged with UK-based business solutions provider, Laminin Solutions, to help the organization manage customer and case data more effectively. Laminin Solutions recommended M-Files, a powerful yet flexible



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*"M-Files provides Microlink with a case management solution that enables them to provide high-quality disability related management services. M-Files controls the progress of each case with full access to all the supporting documents, emails and key performance information, which delivers a heightened level of service and performance to Microlink's clients."*

**-Le Roux Cilliers**

Solutions Director,  
Laminin Solutions

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information management solution with robust workflow capabilities, and worked with Microlink to configure and implement M-Files in only 10 weeks.

With a metadata-based architecture that enables organizations to customize objects and properties to meet the specific requirements of any business, Microlink was able to define the nomenclature and processes for every data element to fit their specific operational needs.

"When we needed it most, Laminin Solutions was able to quickly deploy M-Files to meet the changing needs of our largest corporate customers," said Dr. Nasser Siabi OBE, CEO of Microlink.

## Greater Insight into Case and Work Order Status Results in Improved Client Response Times

With M-Files, Microlink now has complete control over the status of each case for all of its service delivery teams, which has significantly increased the response time for customer queries and also enhanced its analytic reporting capabilities related to key performance statistics and compliance. With easy access to all of the information, status, history and documents associated with each case and work order, Microlink has seen a significant reduction in the time it takes to investigate queries and follow up on specific actions.

By having greater control over managing and analyzing data about medical conditions, associated cost of support and types of intervention, Microlink has enhanced its overall quality of service while also improving its ability to comply with strict security requirements for managing sensitive personal medical data.

M-Files also allows Microlink to extend direct web access to cases to key suppliers, providing instant updates and enhancements to service quality to its clients.

"The case management and workflow capabilities in M-Files has significantly improved the control that we have over the deployment of each case, improved our service level performance for the completion of each step, and helped us to control our costs. M-Files have elevated our competitive advantage and the level of service we can offer our customers by enabling us to better address the special needs of their staff," said Dr. Siabi.

### About Laminin Solutions LTD

Laminin Solutions is a business solutions company that provides technology tools and services to improve the value of information and reduce the cost of having it. As an approved M-Files document and content management solutions provider, the company deploys the easy to use, flexible and affordable business tool to drive the management of documents and information and the flow thereof through the business. For more information, visit <http://lamininsolutions.com>.

### About M-Files Corporation

M-Files enterprise content management (ECM) solutions transform how businesses manage, secure and share information with a unique metadata-driven approach that organizes and processes content based on what it is, rather than where it resides. Thousands of businesses in over 100 countries use M-Files on-premise, in the cloud or in hybrid environments to improve productivity and quality, and to ensure compliance with industry regulations and standards, including companies such as AstraZeneca, Parker Hannifin and EADS. For more information, visit [www.m-files.com](http://www.m-files.com). ■