

Sabio Group Helps Danish-firm, Topdanmark, ‘Buddy Up’ for Peak Workforce Performance

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<p>Insurance company, Topdanmark, has collaborated with Sabio Group as it takes the next steps in its digital transformation journey. The Danish-headquartered firm has been working with Sabio’s Workforce Management specialists to implement WFM Buddy, a workforce management application designed to streamline operations and enhance employee experiences.</p> <p>Sabio’s professional services and WFM teams have been collaborating with experts from WFM Buddy to seamlessly integrate the application with Topdanmark’s current Genesys contact centre infrastructure. The project marks a significant step in Topdanmark’s digital transformation journey, with WFM Buddy replacing a previous WFM companion app that helps contact centre agents trade and/or request time off to optimise workdays for staff across multiple departments.</p>		

Nicolai Ginge, Country Manager for Sabio Nordics, said: “Our team of WFM and Genesys specialists have worked tirelessly to ensure a seamless integration between Genesys and WFM Buddy. “The fact that we had the system up and running in just under two weeks is a testament to our expertise and the strength of our partnership with Topdanmark, and now WFM Buddy.” As part of Sabio’s WFM Optimisation project utilising WFM Buddy Topdanmark employees will now see: Enhanced visibility with a ‘Weekview’ feature, allowing staff to plan their work-life balance up to four weeks in advance. A mobile-friendly interface for swift entry and management of meetings, training, and other work-related events. Convenient shortcuts for reporting sick leave, tardiness, or contacting managers. Customisable features tailored to each department’s specific needs.

Tore Fedders, Customer Excellence Manager at Topdanmark, added: “WFM Buddy represents a significant leap forward in how we manage our workforce. “The app’s features have already been well-received by our teams across Private, Agriculture and Business Customer Service, Private Backoffice, Building Damage, and Property Damage departments. We’re already seeing improvements in efficiency and employee satisfaction.” The collaboration between Sabio, WFM Buddy, and Topdanmark extends beyond the app implementation. Sabio continues to provide managed services and additional support for Topdanmark’s Genesys infrastructure, cementing a long-term partnership focused on ongoing innovation and improvement.