

A partnership built on trust:

Digital support for future-proof care with myneva



Industry: Inpatient, semi-inpatient and outpatient care and support

Challenges :

- staff shortages
- high documentation workload
- interface and system fragmentation
- increasing security requirements

Solution : myneva.heimbas, myneva.care, connection to the telematics infrastructure (TI)

Results :

- secure, structured documentation
- improved resource planning
- integrated systems from a single source
- secure hosting solution



What is Sozial-Holding Mönchengladbach?

Sozial-Holding Mönchengladbach GmbH is a municipal care and social services group and the largest provider of elderly care in Mönchengladbach and the surrounding region. Its range of services include counselling and information, outpatient, semi-inpatient and inpatient care, as well as residential and social services.

Founded almost 30 years ago, the organization has consistently pursued the goal of providing care and support for older people and individuals in need of assistance in a needs-based, reliable and future-oriented way.

What challenges does Sozial-Holding Mönchengladbach face in care?

Like many large providers in the care and social services sector, Sozial-Holding Mönchengladbach has faced several structural and organizational challenges in recent years.

- **Separated systems and interface issues:** Initially, different systems were used for financial accounting and care documentation. While the individual systems worked well on their own, recurring issues arose at the interfaces and in system interaction.
- **Demographic change and staff shortages:** The increasing demand for care because of demographic change is

coinciding with a decline in the number of available professionals. In addition, the care profession is considered rather unattractive, which makes recruiting staff even more difficult.

- **High documentation effort:** Manual care documentation is time-consuming, error-prone and ties up resources that are urgently needed in daily care work. For this reason, Sozial-Holding Mönchengladbach recognized early on that digital documentation could streamline workflows and ensure reliable records.
- **IT security:** A serious cyberattack on Sozial-Holding prompted the company to further develop its existing IT and data security measures. As a result, existing protective measures were further developed, and additional security precautions were taken.

These challenges illustrate the structural and organizational conditions under which large care and social service providers operate today.



Helmut Wallrafen has been Managing Director of Sozial-Holding Mönchengladbach since its foundation. Drawing on decades of experience, he describes the development of the organization and the role digital solutions play in everyday care operations.

“Although everyone talks about reducing bureaucracy, a great deal of documentation is still required in care. Digitalization therefore became a major relief for us at a very early stage.”

Helmut Wallrafen,
Sozial-Holding Mönchengladbach

What value has Sozial-Holding Mönchengladbach achieved with myneva?

With myneva.heimbas as its central software platform and the connected myneva.care application, Sozial-Holding relies on an integrated solution for care and administration. Digital care documentation is specifically supported in everyday work. For many years, it has relied on solutions from the myneva portfolio.

One key added value lies in the early digitization of care documentation. Sozial-Holding began digitally mapping documentation processes more than 20 years ago. The connected application myneva.care enables digital care documentation with AI-supported speech recognition. This is particularly helpful for international employees, who can document in their native language and have content translated automatically. Of the approximately 900 employees, around 100 come from 43 different countries. “AI primarily assists with spelling and grammar, thereby creating additional certainty in documentation,” says Helmut Wallrafen.

Digital care and service planning also helps to reduce the workload. Vacations, training courses, and sick leave can be better coordinated and planned, reducing organizational effort and creating transparency. A cyberattack prompted the company to take steps to significantly strengthen its IT and data security. Sozial-Holding now manages its data securely in the myneva cloud – based on a reliable security concept. In addition, myneva has supported Sozial-Holding in connecting to the telematics infrastructure, thus accompanying another important step toward secure, future-proof digital processes.

Finally, Sozial-Holding benefits from integrated solutions from a single source. Seamless system transitions and coordinated processes provide lasting support for everyday care and administration tasks.



„In the early days, AI was still not very mature. Today it even corrects errors very reliably. We have come a long way.“

Helmut Wallrafen,
Sozial-Holding Mönchengladbach

Sozial-Holding Mönchengladbach: Ready for the future with myneva

Sozial-Holding Mönchengladbach is consistently looking ahead and focusing on the continuous development of digital processes in care and administration. Digitalization is not seen as an end, but as a support for the daily work of employees. Issues such as connection to the telematics infrastructure and regulatory requirements are also being addressed proactively in collaboration with myneva.

Managing Director Helmut Wallrafen sees further potential in the field of artificial intelligence (AI) in particular. AI applications are intended to provide targeted support to care staff in the future without replacing professional action. “AI remains an assistant,” emphasizes Helmut Wallrafen – it should help to facilitate routine tasks and create safety in everyday work, but not take over decisions or responsibility.

The associated added value lies primarily in the time gained. Time that care staff can use for what is essential: for personal attention, conversations, and direct contact with clients.

With myneva, Sozial-Holding considers itself well positioned to take these next steps consistently. The combination of many years of experience, integrated solutions, and continuous development creates a solid foundation for responsibly advancing digitalization in the care and social services sector in the future.

Conclusion: Sozial-Holding Mönchengladbach and myneva

For Helmut Wallrafen, working with myneva is above all a matter of conviction. “I have already recommended myneva to others – and I only do that when I am truly convinced,” he says. What matters most to him are the reliability of the collaboration and the professional expertise of the people involved. myneva is perceived as a partner that understands the requirements of care and offers integrated digital solutions from a single source.

Equally important is the combination of experience, expertise, and a long-term perspective. This form of collaboration gives Sozial-Holding Mönchengladbach the confidence to continue developing digital processes and to shape care and administration in a future-oriented way.

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myneva can support your
organization

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