

Greater clarity and higher satisfaction with myneva



Industry

Social Care

Challenges

- Fragmented documentation
- Manual and error-prone processes
- Insufficiently reliable management information and a rights structure that no longer matched operational needs

Solution

myneva MOVO 3.0

Results

- Clearer structure and faster access to information
- More reliable data for daily work and management
- An optimized rights and permissions structure



What is Neos?

Neos supports people who have become vulnerable due to complex social or personal circumstances. The organization provides ambulatory guidance, sheltered accommodation, protected housing, family support, secure shelter and care services for adults and children affected by homelessness, domestic violence or human trafficking. With around 330 employees, Neos brings together a wide range of care professionals to support clients effectively. Having worked with myneva's software for many years, the organization recently transitioned to MOVO 3.0, a renewed setup tailored for shelter services.

What challenges did Neos face?

In recent years, Neos has faced a number of structural and organizational challenges that are typical for many social care providers:

- **Fragmented documentation and inconsistent registrations:** Over time, documentation became dispersed across many forms and folders. A review revealed a major discrepancy: the system showed 1,200 open cases, although only about 500 were actually active. This was caused by registrations that were never fully completed or closed, resulting in inaccurate case overviews and unnecessary administrative follow-up.
- **Manual and error-prone processes:** Many workflows – such as closing forms, completing safety plans and certain intake steps – were still carried out manually.

This made daily routines time-consuming and increased the likelihood of mistakes.

- **Limited and unreliable steering information:** Incomplete or outdated registrations made it difficult to get a trustworthy overview of caseloads and participant progress. Colleagues often had to search through many documents and registrations, and available information did not always reflect the actual situation.
- **A rights structure that no longer met operational and privacy needs:** The previous access setup allowed more colleagues to view information than required for their role. This added complexity in everyday work and highlighted the need for a more precise, role-based structure to provide better alignment with daily practice.

As a result, colleagues faced increasing difficulties in working efficiently, keeping oversight and handling information securely, which consumed valuable time and led to unnecessary administrative effort.

Britt van Nuland is Care Administration Coordinator at Neos. With her insight into documentation and daily workflows, she explains how myneva improves clarity and supports colleagues in managing cases more efficiently.

Geke Jelsma is IT & Data Protection Officer at Neos. Combining system expertise with responsibility for secure digital working, she highlights how the renewed myneva environment brings more structure and transparency to everyday routines.

“It often took colleagues a lot of time to find the right information.”

Britt van Nuland,
Care administration coordinator, Neos

What value has Neos achieved with myneva?

Since introducing myneva, Neos has gained noticeably more clarity and smoother daily routines. The previous folder structure has been replaced with intuitive dashboards that show colleagues at a glance what is happening in their caseloads. Information that once required long searches is now easier to find, and registrations are more complete and consistent.

Digital support has reduced errors that previously stemmed from manual steps, while integrated tools – such as digital safety plans, the Veerkracht methodology and care routes recorded on an iPad – have simplified several workflows. This saves time and provides more reliable information for both daily work and management.

Close collaboration with myneva was essential to this progress. Clear coordination and targeted guidance ensured a smooth transition and helped colleagues feel supported as they adopted the renewed environment. Today, teams benefit from more structure, transparency and ease in their everyday responsibilities.

Neos: ready for the future with myneva

Looking ahead, Neos sees a strong foundation for continued digital development. With clearer

structures, more reliable information and a secure rights and permissions model, colleagues can work with greater confidence and transparency. These improvements make it easier to identify where further simplification is possible and where additional digital steps may follow.

As processes become more consistent and information more accessible, Neos is well positioned to refine its workflows gradually and continue strengthening secure and efficient working practices across the organization. With myneva, the team feels equipped to build on this progress and further modernize its work in the years ahead.

“myneva mainly gives us ease, clarity and insight.”

Britt van Nuland,
Care administration coordinator, Neos



Conclusion: Neos and myneva

The collaboration between Neos and myneva has resulted in a stable and user-friendly digital environment that supports colleagues in their daily responsibilities. The renewed setup ensures greater consistency in documentation and creates the transparency needed for confident decision-making. As Geke Jelsma explains, “We received excellent support from myneva – that gave us a great deal of trust.” With this strengthened foundation, Neos is well positioned to continue developing its digital working practices and further improve how colleagues support the people in their care.



Get in touch and learn how myneva can support your social care organization

Get in touch



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