THE ADVANTAGES OF A SAAS SOLUTION

From updates to maintenance – cover everything with Software as a Service

Zenya is a SaaS (or Software as a Service) solution. This means that you do not have to worry about (technical) management and security of the application, we take care of all of that for you. From updates to maintenance, we guarantee that you get the best quality management system available. Infoland is **ISO 9001** and **ISO 27001** certified: we take care of that too.

Always the best quality
Our operational quality, processes and control measures are verified annually by DNV GL. This enables us to always offer our clients the best quality, so that we can help your organisation and professionals excel.

SaaS: safe and reliable
Zenya is available anytime and anywhere. The security and reliability of our software is always guaranteed, without costing you any time, or compromising on the security of your application.

QUALITY SYSTEM CERTIFICATION
DNV
ISO 9001

INFORMATION SECURITY MANAGEMENT SYSTEM
DNV
ISO/IEC 27001

Wondering how we ensure that Infoland cloud software is safe and reliable?

Updates & releases
Up-to-date software without worries

One of the most well-known advantages of SaaS: the software is always up-to-date, and you don't have to do anything for it. This also applies to the software of Infoland. We like to tell you how we have organised this and how we inform you about innovations in our software.

How does it work?

How often will there be updates to the software? For our web-based software, we distinguish two types of updates: minor updates and major updates. A minor update is rolled out every 14 days.
» In minor updates, we fix bugs and make small improvements. Sometimes under the bonnet, sometimes visibly. In all cases, the criterion is: the impact on the user must be very low.

A major update is rolled out every few months.
» In major updates, we introduce new functionalities and make more and larger improvements. Here too, we try to keep the impact on the user as low as possible. Where necessary, we provide additional guidance for the user within the software and offer further learning or instruction materials

For our apps, the same distinction applies between major and minor updates. However, the frequency of these updates is somewhat lower. On average, we roll out a minor update for one of the apps every 14 days and a major update for one of the apps every few months. Finally, we can make extra updates (hotfixes) if this is necessary to guarantee the platform's security and/or stability. The functionality of the system will remain unchanged.

Do I have to do anything to get updates?

For our web-based software, you do not have to take any action yourself. Infoland ensures that all updates are installed for you. It can be that simple! For our apps, we distribute the updates through the App Store & Play Store. Therefore, we advise you to set the device to download and install app updates automatically.

How do I stay informed of new updates?

We want to keep you informed about new updates. We do this in the following ways:

» **Via update.infoland.nl**
Check this website for a chronological overview of all (major and minor) updates, with each update's most important new features and changes. This information is publicly accessible (you do not have to log in). Therefore, you can also refer others within your organisation to this website, for example, if you communicate about an update internally. The site also offers a glimpse into the future: you can often read what the next update will contain.

» **Via email:**
For major updates, we send an email notification to the designated contact person of your organisation before the roll-out of the update. This email will be sent at least 5 working days before the actual roll-out of the update. The message will tell you the exact time when the update will be rolled out for your organisation, and it will contain links to additional information about the update. Given the low impact, we will not send you any emails about minor updates, except if a specific minor update contains a solution for an error or malfunction that you have reported to our Service Desk. In that case, you will always be notified.

» **Via App Store & Play Store:**
For our apps, we offer updates through the App Store & Play Store. There you will also find a short description of what is new in the update.

Can I test updates before they go into production?

You can choose to obtain a separate test environment for your organisation in addition to the live environment. You then have two options:
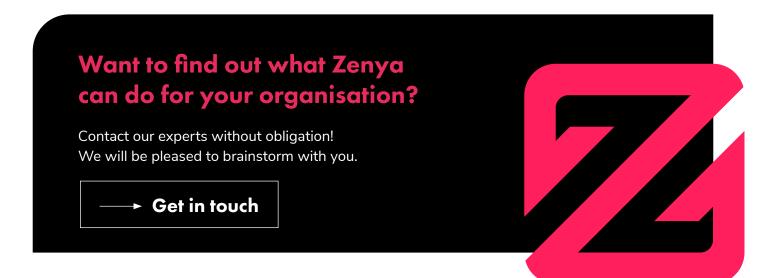
1. The test environment is identical to the live environment in terms of the software version. New updates become available at the same time in the live and test environment. You can use the test environment, for example, to train new employees, to try out functionalities that you have not used until now and to test planned changes in the software design.

2. The test environment is always 4 weeks ahead of the live environment in terms of software version*. This is because new updates become available in the test environment first. Then, four weeks later, the same update will automatically become available in your live environment. This allows you to preview new updates, take care of internal communication if you deem it necessary and run through checklists or test procedures if required by applicable standards or regulations.

For a separate test environment, we charge a fixed annual fee. Please get in touch with sales@infoland.nl for the current rates. Included in the test environment is the possibility to copy a snapshot of the current data from your live environment to the test environment. This way, you are not testing in an 'empty box' but with representative data.

Do all users have to be retrained with every update?

Most people do not like change. Software helps them to do their work more efficiently. It isn't enjoyable if that software suddenly works completely differently or looks completely different from one day to the next. Moreover, training employees extensively (classically) for every update is outdated: it's expensive and almost unfeasible logistically.

That is why we do things differently! We update our software frequently but in small steps. Always a bit more convenient, more beautiful and more powerful. Many changes are so apparent that they don't need any explanation. If an explanation is necessary, we give it through a short 'tip' on the screen. In this way, we help the employee discover new functions or use existing functions more efficiently.

Want to find out what Zenya can do for your organisation?

Contact our experts without obligation!
We will be pleased to brainstorm with you.

→ **Get in touch**

Service & Support

We are at your service

The Infoland software is easy to use, and faults are rare. However, that is precisely why you want to count on good and friendly support when you have a question or experience a malfunction. We understand that. That is why we have been investing in our professional Service Desk for more than 15 years. In-house, in close contact with our software developers and IT specialists and an extra portion of customer focus.
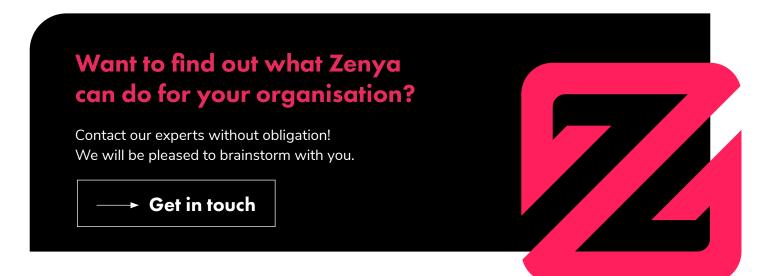
Service desk

» Through my.infoland.nl (login required), you can log questions and malfunctions 24/7, view the status of your tickets and respond to tickets that we are already processing.
» On working days from 08:00 to 18:00 (GMT+1) we are happy to help you by phone: T.+31(0)40 848 58 48 / +32 (0)3 2 03 02 91
» Together we will determine the proper priority for your call and then give you regular status updates.
» Once solved, we always check if you are really satisfied with our answer. 100% satisfied customers, that's what we aim for!

What agreements do we make with you?

We like clarity. That is why we have written down in clear terms how we organise our service & support and what you can count on: our Service Level Description.

Because we serve hundreds of organisations, we do not conclude a service level agreement (SLA) with each organisation. This uniform approach helps us to offer each customer a very high service level.

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Technology & system requirements

Quick start on any device

One of the advantages of SaaS is that there are far fewer technical issues to be resolved before your organisation can start using the software. Always and everywhere available, from day 1! In this article, we inform you about the things that do need to be arranged. Think, for example, of supported web browsers. We also like to tell you something about the architecture of our software. After all, we are proud of it!

What do you need to work with our software?

Infoland's software is web-based. This means that you don't need more than a recent version of a modern web browser: Chrome, Edge, Firefox or Safari for most of the functionalities. You will also need a PDF reader (e.g. Adobe Reader) if it is not built-in in your web browser.

Does your organisation use Office 365? Then take advantage of our integration with Office Online. Edit Word, Excel and PowerPoint files directly from Zenya in your web browser!

Do you not (yet) have Office 365, or would you like to use the full power of the Microsoft Office desktop applications? That is possible too. Zenya integrates with Microsoft Office. However, there are some specific system requirements for this.

How is our software structured?

As an end-user, you work with our software via your favourite web browser. But, of course, it is also possible to use the available apps (for iOS or Android). Behind the scenes, we use a professional infrastructure and develop our software using modern technologies. We constantly seek the ultimate balance between proven technology (for high reliability) and new technology (to be ready for the world of tomorrow).

Our platform

From spring 2021 onwards, we will be using platform-as-a-service services within the Microsoft Azure platform to host our software. The following diagram will tell you what our platform looks like under the bonnet.

Web front-end

A series of Azure App Services handles all user interaction with our web-based software. These are divided into several groups for live, test and beta environments. Azure App Services are characterised by very high availability and can be automatically scaled up to guarantee optimal performance at all times.

The traffic is routed to the App Services through Azure Application Gateway, using the integrated Web Application Firewall and Azure DDos Protection.

Techniques we use to serve up the web pages include ASP.NET, Angular, Vue.js, HTML5, CSS 3 and JQuery.

Apps

We build our apps using Xamarin technology and distribute them via the Apple App Store and the Google Play Store. The apps communicate with REST APIs that are hosted in the application front-end. In addition, the APIs for integration with other information systems are also hosted here.

Data storage and microservices

For the storage of data, we use Azure SQL in the 'business-critical tier'. This allows us to guarantee high performance and redundancy. For the storage of files, we make use of Azure Storage Accounts and containers.

Finally, in the back-end, we host a number of microservices that perform specific tasks within our software. Think, for example, of maintaining the search index for our search engine, performing daily jobs, converting files and so on. We host the microservices on a mix of Azure App Services, Docker containers and virtual machines. As a result, every virtual machine and Docker container is redundant, and multiple instances of our app services are always running.

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Security & Privacy
Your data is in good hands

When choosing SaaS, security and privacy are fundamental themes. Rightly so, because you should always be able to trust that your organisation's data - and personal data in particular - are safe. We understand that. Therefore, the security of our platform, network, and products has our highest priority day and night.

GDPR-proof

» Infoland complies with legislation concerning the notification requirement of data breaches
» Security & privacy are fixed points of attention in our software development process
» Our software requires a minimum of personal data; organisations can further determine which relevant personal data they register.
» Our software offers possibilities for removing/anonymising personal data and allows organisations to determine their retention periods.
» We strive to enter into a processor agreement with every organisation that uses our SaaS services.
» Data is safe through an extensive range of measures
» We help organisations when they perform a DPIA as a responsible party by answering questions, supplying information, etc.
» Organisations which use our software can implement the rights of data subjects (inspection, correction, deletion, objection, data portability).
» Infoland makes it easy for organisations to publish a privacy statement in the software

We guarantee your privacy

Safeguarding privacy is something we do together Infoland supplies smart software that organisations like yours use. We ensure 24/7 that the software is safe, available and in top condition. What

happens within the software is determined by your organisation. You decide who gets access to the software and what these people can see and do within the software. You also choose how (personal) data that is stored in the software are dealt with. Safeguarding the privacy of people who work with the software is therefore not just a matter for Infoland. It's something we do together, and everyone has their responsibility.

We find it essential to be transparent about the way personal data is handled in our software. Therefore, we have made it easy for users to view the applicable privacy statement. What exactly is included in that statement is up to your organisation. We are happy to help you on your way; you can use our standard text as a starting point.

Your data stays in Europe

All data stored in Infoland software is guaranteed to remain within the European Economic Area (EEA) and therefore falls under European legislation.

Infoland is fully in control of the locations where your data is stored. We use the Microsoft Azure cloud but apply a strict policy that application, live data and backups may only be placed in Azure regions within the EEA. In practice, we currently use Azure data centres in the Netherlands and Ireland.

We comply with the legislation concerning the duty to report data breaches

The GDPR (and before that, the Personal Data Protection Act) requires organisations that process personal data to report data breaches to the correct authority (depending on the nationality of the person(s) involved). In case of a data breach, the 'responsible party' of the data must make the report. Infoland is not the 'responsible party' of the data but the 'processor'. In the event of a data breach, Infoland will inform the contact person within your organisation in a timely and complete manner. This way, you as an organisation can meet your obligations as a 'responsible party'.

When is there a data breach?

Suppose there has been a breach of security (security incident). In that case, based on the policy rules on notifying data leaks of the European supervisory authorities, we will determine whether there has also been a data leak. There is only a data breach if unlawful processing has taken place.

Will Infoland report to the correct authority or those involved?

No. Your organisation (as the person responsible for the personal data) is primarily responsible for reporting to the correct authority or parties involved. However, Infoland will provide your organisation with all the necessary information to make the report itself promptly.

Within what time frame does Infoland contact you, and with whom?

The policy rules on mandatory data breach notification set a deadline of 72 hours for reporting to the proper authority. As soon as we or one of our auxiliary suppliers has discovered a data leak, we will inform you as quickly as possible - but at the latest within 48 hours. The schedule below shows who we will contact next:
» a specific contact person you have indicated for reporting data breaches
» primary contact for hosting service
» commercial contact

What information will Infoland provide?

We will provide a description of the nature and scope of the data breach, an estimate of the number of data subjects affected and an indication of the heart of the personal data concerned. You will also receive a description of those affected and (a proposal for) preventive and corrective measures to be taken.

Please note!

If separate agreements have been made with your organisation (in a processing agreement), these will prevail.

We protect your data

It starts with people

At least as important as all technical security measures is the 'human' factor. At Infoland, we place high demands on all employees, especially those who come into contact with customer data in their work.
» Every employee who comes into contact with your data in their daily work must be able to show a Certificate of Good Behaviour (NL) or Proof of Good Conduct (BE).
» Every Infoland employee has a duty of strict confidentiality; this is included in our employment contract.
» Our employees do not have access to more systems and/or data than necessary to perform their duties.
» Every employee is encouraged to report all information security incidents (internal or external). Of course, we use our own Reporting & Analysis software for this purpose.
» We have appointed a Security Officer who reports and advises our management about information security in the broadest sense of the word.
» Our Security Officer organises activities throughout the year to ensure that every Infolander is and remains aware of the risks and acts accordingly.
» Specifically for our software developers, there is a lot of attention on security.

» Every piece of software that is delivered must meet the demands of the customer, be user-friendly, look good and be robust, and be safe! We use the OWASP top 10 for this purpose, among others.
» Physical and organisational measures have been taken at our sites to ensure that unauthorised persons cannot gain access to rooms and equipment that may contain confidential data.

Our infrastructure is highly secure

Your data is stored in highly secure data centres. For more information on the (physical) security of the Azure platform, please see https://docs.microsoft.com/en-us/azure/security/fundamentals/.

The Infoland SaaS environment is housed within the Microsoft Azure cloud. For access security, we use services such as Azure DDos Protection and Azure Web Application Firewall, within our SaaS service, the data of each customer is strictly separated. Furthermore, the architecture of the software ensures that users can never access data belonging to other customers.

All software is up-to-date

To host our software, we use platform-as-a-service services within Microsoft Azure. A major advantage of this is that Microsoft continuously ensures that all platform parts are up-to-date, without this leading to disruptions.

For the software components that run within virtual machines, we are constantly alert to new vulnerabilities in third-party software (e.g. operating systems, software frameworks) and ensure that the necessary updates are rolled out as quickly as possible.

Strict access controls in the software

Access to the software is only possible after successful authentication. A combination of user names and password forms the basis. A higher level of security can be obtained by enabling 2-factor authentication (One-Time-Password algorithm) and/or limiting access to the software to specific IP ranges.

It is also possible to have authentication performed by dedicated identity management/SSO solutions based on the SAML 2.0 protocol. See also Integration with other systems.

Within the software, employees only get access to the data to which they are authorised. To this end, our software has a finely meshed system of rights and roles that can be assigned to groups or individuals. In addition, every login attempt and every change that is made within the system is logged.

Data is encrypted

All data traffic between your browser or mobile device and our software is encrypted using 2048-bit SSL certificates. In addition, passwords are stored in an irreversible form using a salted hash algorithm.

External parties test our security

Information security is never finished. New threats can arise every day.

That is why we have our software penetration tested at least once a year by an external, specialised party. We also make continuous use of online monitoring and detection tools that test our software and infrastructure against the OWASP top 10, among others.

What if an incident does occur?

In the unlikely event that an information security incident does occur, we take immediate action, for example, by quickly rolling out an update for our software. In addition, in the event of an emergency, we can use a specialised cyber response team.

What agreements do we make with you?

We like clear agreements. That is why we strive to enter into a processing agreement with every organisation that uses our SaaS services. In addition, European privacy legislation, also known as GDPR, obliges clients and suppliers to enter into processing agreements that set out the arrangements for the processing of personal data.

To make it easy for you, we have developed a standard processing agreement that does justice to the interests of both parties. A model agreement drawn up by a sector/ umbrella organisation can also serve as a starting point.

Who verifies our quality?
We aim for top quality. To keep us sharp and make our quality demonstrable, we are ISO 9001 and ISO 27001 certified. In addition, we have our operational quality, processes and control measures verified annually by DNV GL.
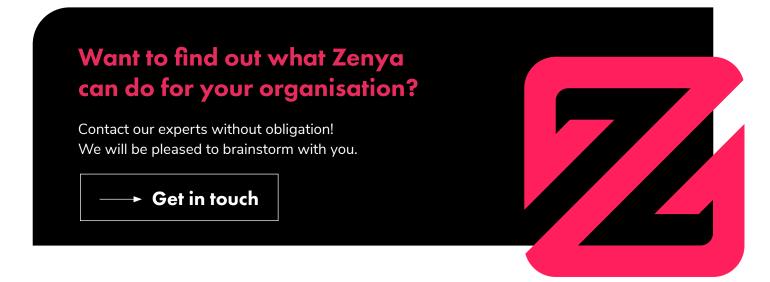
We work together with:
Microsoft provides the platform-as-a-service infrastructure within which our SaaS services run. The Microsoft Azure platform is characterised by high availability and is a solid basis for our SaaS platform.

Microsoft Azure is ISO 27001 and ISO 20000 certified and also meets the requirements of the NEN7510.

Flowmailer B.V. is used for sending e-mails from our software solutions.

We use the services of Computest to perform penetration tests and code security reviews. This contributes to the security of our SaaS service.

Want to find out what Zenya can do for your organisation?

Contact our experts without obligation!
We will be pleased to brainstorm with you.

⟶ **Get in touch**

Reliability & continuity
All risks under control

Choosing SaaS means relinquishing control. That can be scary. It is therefore essential to carefully consider how continuity is guaranteed if you opt for SaaS. We will gladly tell you all about it.

How do we ensure the high availability of the software?

Our infrastructure does not contain a single point of failure
Our SaaS services are based on the platform-as-a-service concept within Microsoft Azure. This means that Microsoft ensures continuous high availability of the service, among other things, through redundancy of all components.

For data storage, we use Azure SQL with the "Business Critical tier" with availability zones. This means that in addition to the primary node, 1 to 3 secondary nodes are continuously active, which are located in other physical data centres.

We use Azure Blob Storage with GZRS (Geographic Zone Redundant Storage) for redundancy for file storage. So the data is continuously (synchronously) distributed over at least three physical locations.

24/7 finger on the pulse
Infoland monitors the availability of the hosting environment and the software running on it 24 hours a day, 7 days a week. For this, we use the software of Uptrends, ActiveXperts and the extensive possibilities within the Azure platform.

We ensure that your environment is consistently performing well. We do this by continuously measuring resource usage. Then, if necessary, we can quickly increase or expand resources.

We detect any malfunctions immediately and investigate them within 15 minutes (24/7). When troubleshooting, we can fall back on the 24/7 support of our partners where necessary

We are thoughtful about updates
Keeping the software elements in the infrastructure up to date is vital to protect the software against hacks, malicious software (such as ransomware) and other attacks. Therefore, both Infoland and our partners ensure that the hosted environment is provided with the latest updates for the OS and supporting products.

Thanks to our smart infrastructure and software architecture, we can let end-users notice fewer and fewer updates. This is because all components are redundant, with one instance being taken out of circulation for maintenance & updates, while other instances ensure that users can continue to work without disruption.

In cases where we cannot carry out the update completely unnoticed (e.g. major updates for our software), we do everything possible to keep the unavailability as short as possible, and we schedule the work at a time of which we know (from anonymous statistics) that we will inconvenience a minimum number of users.

What if something doesn't go right?
(Business) continuity plan
We have (business) continuity plans to respond quickly in the event of a disaster. In addition, this enables us to ensure that the impact remains as limited as possible.

Emergency procedures
If the software is unavailable or inaccessible (e.g. if your organisation's internet connection is down), there are other possibilities for ensuring that employees in your organisation still have access to essential information. For example, a periodic export of particular sets of documents to emergency laptops within your organisation or the use of the Zenya Search app in offline mode.

Backup and restore
For data storage, we use Azure SQL and Azure Blob Storage.

Each Azure SQL database is backed up every 5-10 minutes by a transactional log backup, every 12-24 hours by a differential backup, and a full backup of the Azure SQL database every week. Backups are kept over 2 weeks, allowing data to be restored to any point in time (5-10 minute accuracy) within the last 2 weeks. A copy of the backups is stored in another data centre at a sufficient geographical distance (but always within the EEA).

Every Azure Blob Storage account has a "Point in Time" restore capability. There is always a backup (asynchronous) of less than 15 minutes old in another data centre at a sufficient geographical distance (but always within the EEA).

You can submit a request to restore a backup. In consultation with Infoland, a restore is then performed. Infoland performs this operation. There may be costs associated with restoring a backup at your request.
Infoland conducts file-restore tests monthly.

Relocation to another data centre
We use the Microsoft Azure platform-as-a-service, whereby we use Microsoft Azure regions that consist of multiple physical data centres. Thus, in the unlikely event of a data centre failure, processes running there are instantly taken over by other data centres within the same region.

Escrow
In the unlikely event that Infoland can no longer meet its obligations, the continuity of the SaaS service for your organisation can be guaranteed through an escrow arrangement.

Every Infoland client has the option of participating in a collective escrow arrangement. Because the escrow arrangement is entered into collectively, the costs for the participating members can be considerably lower than if each organisation were to enter into an individual escrow arrangement with Infoland.

The escrow provider ensures that - should the situation arise - the hosting providers continue to be paid. And that the SaaS service remains up and running so that you can continue to use the software.

This applies for 3 months, so there is sufficient time for the participants in the escrow arrangement to reach a new agreement with a hosting provider or find another suitable solution.

Data remains with your organisation
Data that is entered into our software always remains the property of your organisation.

If for any reason, you want to or have to stop using the Infoland software, the data entered can be exported. The software has export functions available for this, with output to standard formats (Excel, Word, PDF and ZIP files). If desired, Infoland can also deliver the complete data once in the form of a Microsoft SQL Server backup file (BAK file) and any separate associated files upon the termination of the subscription.

How does Infoland keep me informed?
As a result of the above measures, planned maintenance will cause minor inconvenience. However, in cases where some degree of disruption is expected, we will announce this in advance. We do this via e-mail (to the contact person designated by your organisation) and via our maintenance page.

We will let you know immediately in the unlikely event of an acute disruption that impacts availability or performance. We will do this via e-mail (to the contact person designated by your organisation) and via our website.

We cooperate with:

To guarantee the reliability and continuity of your data, we work together with carefully selected partners.

Microsoft provides the platform-as-a-service infrastructure on which our SaaS services run. The Microsoft Azure platform is characterised by high availability and is a solid basis for our SaaS platform. Microsoft Azure is, among others, ISO 27001 and ISO 20000 certified and meets the requirements of the NEN7510.

Flowmailer B.V. is used for sending e-mails from our software solutions.

Escrow4all provides an excellent and inexpensive collective Escrow arrangement for Infoland customers.

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⟶ **Get in touch**

Integration
Perfect connection with other systems
in your organisation

As a professional, you work with multiple information systems every day. Naturally, you would prefer to notice as little of this as possible. You want quick and easy access to the information you need. Infoland understands this. Our solution is not to replace all information systems in your organisation with a single Infoland system - that would not be feasible and would not do justice to the specific qualities of each system. However, we ensure that our software optimally connects with other systems so that it works smoothly for you.

With smart links, we ensure that:

No need to log in every time
Our software ensures that every professional is offered the information relevant to them and to which they are authorised. To do that, you have to log in.

Having to log in frequently is, of course, one of the greatest irritations of end-users. That is why our software offers various possibilities for single sign-on.

We connect with Active Directory Federation Service, Azure Active Directory, and other SAML 2.0 compatible SSO solutions such as those from Okta and Tools4ever. In addition, for educational institutions, we can connect to SURFconext.

We also often realise solutions in which an employee can click through to our software once logged into your organisation's social intranet or extranet without having to log in again.

No need to manage separate user accounts in each system
Our software has complete functionality for managing user accounts and user groups. This is ideal for situations in which a limited number of employees work with the software. However, when more significant numbers of users are involved, we recommend connecting our software to an existing user directory. This way, you don't

have to do double work, and you can be sure that new employees have direct access to the Infoland software and that employees who leave the company don't have access anymore.

We frequently connect to Active Directory using the LDAP protocol. We also support the SCIM standard, which means that our software can be easily connected to many identity providers. However, is the system in which your organisation uses accounts not compatible? Then there is always the possibility to develop a customised link via our User management API.

You can search and find information quickly and easily via your intranet
An intranet offers numerous possibilities: sharing news, a who-is-who and access to the HR system are just a few examples. Infoland finds it essential that our software's documents, forms, and learning materials are quickly accessible and findable through your intranet. To realise this, we work closely together with several intranet suppliers.

All intranet links are based on web-based APIs in our software. Whatever technology your intranet is based on, a link is almost always feasible. If your intranet vendor cannot (yet) provide the link out of the box, he can certainly develop it for you, using our extensive information pages for software developers.

Easily edit information in familiar Microsoft Office tools

Our Zenya DOC module integrates seamlessly with Microsoft Office. If you want to edit a Word or Excel document, the corresponding application is automatically started (on Windows PCs). Once finished, the modified document is automatically uploaded to the document management system.

Does your organisation use Office 365? Then you can edit Word, Excel and Powerpoint files with one click from the document management system in Office Online: the familiar Office tools within your web browser.

No need to manually publish documents to your organisation's website

We regularly see organisations using our solution Zenya DOC to manage leaflets, brochures and the like. This way, they have things like review and version control perfectly organised. It is a shame that before the actual publication, the document still needs to be manually exported and uploaded to the website. Using our API's or our bulk export functions, this step can also be fully automated.

You have a complete overview in your BI cockpit

Data only becomes valuable when employees have insight and overview.
Our software has interactive dashboards and extensive reporting functionalities, which can offer them that insight.

In addition, your organisation may need to report across multiple information systems and establish intelligent relationships. We also like to make it possible to feed the relevant data from our systems into your organisation's business intelligence solution.

For example, we can provide a nightly SQL Server dump synchronised to a server in the internal network so that the data can be picked up from there by the ETL process. There are also possibilities to use various APIs to read actual data from our software for reporting purposes.

Retrieving the correct information to act is very easy

In many organisations, employees work intensively with software that supports them in their primary tasks: what should I do, where and when? How nice would it be if they could also access all the information they needed to carry out their work correctly and efficiently with one push of a button? Furthermore, how nice would it be if the software would alert them to changes in the working method?

Infoland gladly contributes to making that happen. Hyperlinks can easily be made to all information stored in our software. Think of documents, process descriptions, forms, questionnaires and learning materials. Naturally, we ensure that these links continue to work if the purpose of the link is updated, renamed or moved.

In addition, smart links can be realised via APIs to dynamically present the correct information on a topic or allow the employee to search for relevant information by keyword.

Manual copying of information from a CRM or ERP system is no longer necessary

Our solution Zenya FLOW delivers even more value when linked to your CRM or ERP system, for example. Think, for instance, of a registration of deviations. How convenient would it be if the employee could insert the information about the product/order/location/etc. into the registration form at the push of a button?

These, and many other applications, can be realised by creating links. Every data source that can be accessed via ODBC (databases such as Microsoft SQL Server, Oracle, Access, MySQL, but also CSV and Excel data files) can be linked. Without having to develop customised software.

Manual copying of information from an electronic patient/client record is no longer necessary

Our solution Zenya FLOW delivers even more value when linked to your healthcare institution's electronic patient or client file. Think, for example, of the registration of incidents. How convenient would it be if the employee could insert the information about the patient or client in the registration form with the push of a button? These and many other applications can be realised by creating links.

Our software supports the HL7 protocol, allowing data to be retrieved from virtually any EPR, including the Chipsoft and EPIC systems.

We can also link via ODBC. Thus, almost every ECD can be linked via this method without developing customised software.

For Nedap ONS and mijnCaress (by PinkRoccade Healthcare), a specific link is available, with which client data can be retrieved and information written back into the file from Zenya FLOW.

More information about links and integrations? Read it on the Infoland Community!

Zenya and iQualify connect with, among others:

a&mimpact.
winkwaves
Azure Active Directory
TOOLS4EVER
IDENTITY GOVERNANCE & ADMINISTRATION
capp
SmartWare Solutions
FACILITY- EN ASSETMANAGEMENT

Microsoft Active Directory
tableau SOFTWARE
Epic
ODBC

PulseWeb
okta
The Competence Group
IRIS. INTRANET
PLANON
AIM FOR THE OPTIMUM

IBM COGNOS
LearnLinq
Microsoft Identity Manager
ChipSoft
SAP
ons

Power BI
CPM4CARE
Office 365
Microsoft SQL Server
Qlik Sense

SharePoint
SCIM
moodle
HL7
e
AFAS software

Microsoft Active Directory Federation Services
MSC-LIMS
SURF CONEXT
Microsoft Dynamics
ILIAS
SAML

The possibilities are endless...

In addition to the above examples, there are many more applications where a smart link makes work faster, easier, and error-free.

Please see our pages for software developers for complete documentation of the technical interfaces in our software.

Want to find out what Zenya can do for your organisation?

Contact our experts without obligation!
We will be pleased to brainstorm with you.

→ **Get in touch**