

MICROLINK'S AWARD WINNING

25  
Years  
Anniversary

# workplace adjustment service



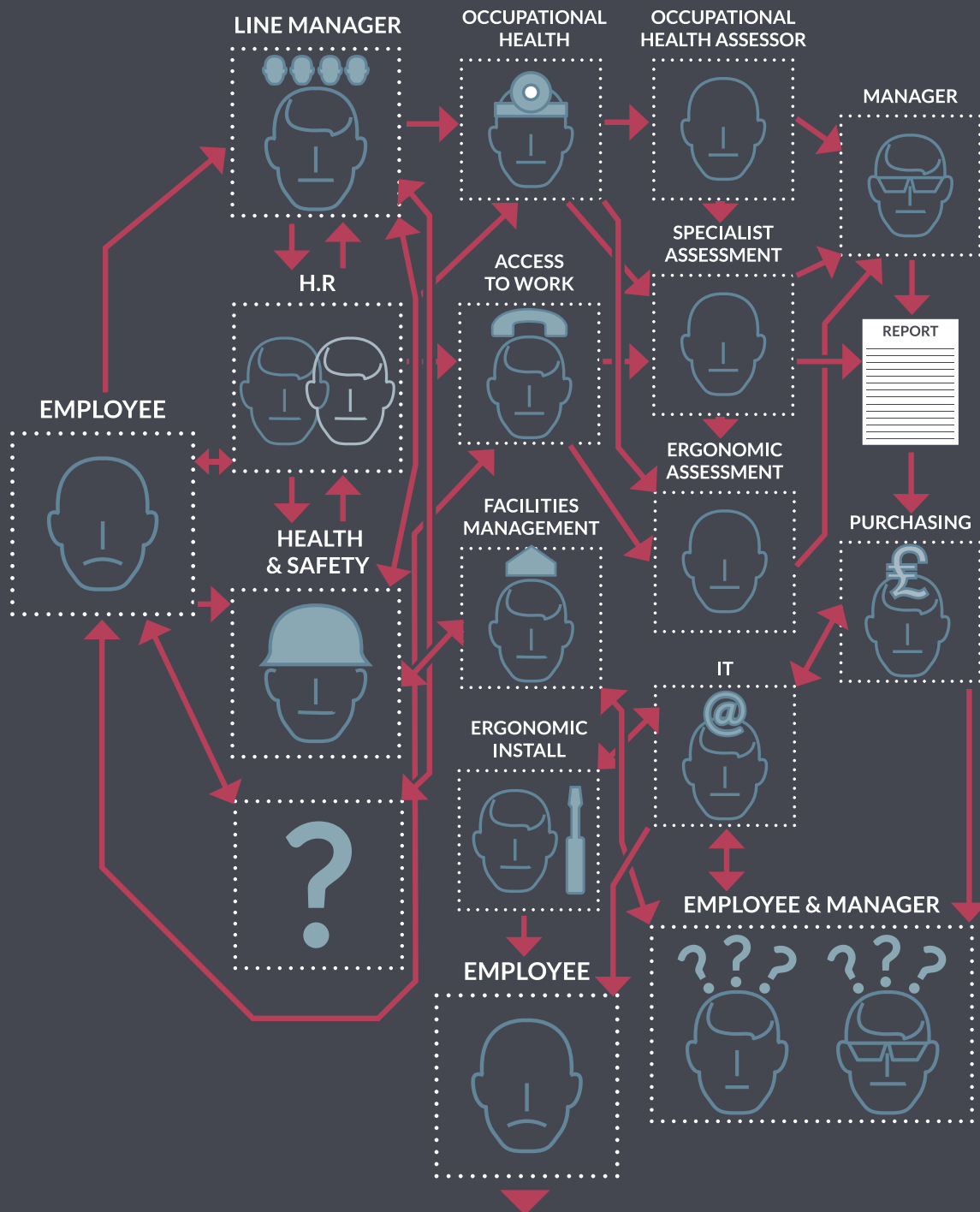
**microlink**<sup>®</sup>  
people focused solutions



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# Common Workplace Challenges



**Does your Workplace Adjustment journey (WPA) look something like this?**

Is it chaotic, resource hungry, time consuming, confusing?



It doesn't have to be....Microlink are the global leaders in **Disability Management**, from an end to end process or fitting in with your current in-house service - wherever you are on your journey, we offer solutions to streamline your Workplace Adjustment Service.

## Microlink, Turning Dis-ability into Do-ability!

# Why Microlink?

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With a contracted user base of over 600,000 employees, Microlink are recognised as the industry experts for best practice workplace adjustment processes. Providing practical interventions for the workforce with a disability or health condition.

“ Microlink have successfully provided solutions to tens of thousands of employees. ”

From Arthritis to Dyslexia, Depression to Back Pain, Microlink can provide the tools to enable anyone to break down a barrier caused by their condition. We provide organisations with a portfolio of high quality, low cost, proven solutions which can be tailored to suit any requirement.

From assessment, consultation, installation and training, an available

range of 4,000 plus assistive and ergonomic products, Microlink can provide standalone solutions or our award winning, end to end workplace adjustment process - MiCase.

Microlink have successfully provided solutions to tens of thousands of employees with disabilities or conditions so that they can perform their tasks better and fulfil their potential. Each case was completed under 20 days. Our service has achieved unparalleled results including a reduction in condition related absence, improvement in productivity and significant return on investment (ROI). Championed in the Business Disability Forum Case Study, Microlink delivers a professional, high-touch, personalised service.

So, begin the journey and find out how Microlink can help your organisation and improve the wellbeing of your workforce.

## 3 Solutions for an efficient Workplace Adjustment Process

**1. Funding:** Implementing a WPA initiative provides a significant return on investment for any organisation. Importantly, funding for a WPA project will be offset against the savings and benefits from fewer tribunals, increased productivity, lower recruitment and higher retention. The reduction of absence alone generates £2.50 for every £1 spent.

**2. Senior Disability Champion:** A senior champion is important to drive a WPA initiative from the top, to ensure cross departmental engagement. A senior sponsor aids promotion of WPA and is an enabler for accessibility to become embedded across the organisation.

**3. Expert One Stop Shop:** Using clear signposting to a dedicated service with a single point of contact, ensures efficient management across the business. Using expertise, specific to disability and assistive technologies, results in cases being routed correctly, shorter case durations and ensures data is captured to provide visibility of previously hidden costs.



# The Journey.

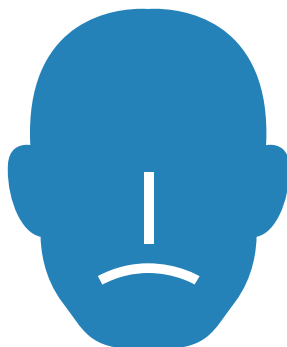


# Meet Dave.

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Dave has Dyslexia, Back Pain and Stress. He is struggling to focus due to his Back Pain which is causing extra Stress. Dave knows Stress makes his Dyslexia worse and is worried about the mistakes he is making.

**Dave is referred to Microlink for solutions.**



# Meet the Microlink Expert.

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Hi Dave! Let's talk about assessing your needs and the impact your condition is having at work. We will offer you solutions and evaluate the success of the interventions on your productivity and wellbeing at a later stage.



## Microlink Solutions

1

From my assessment Dave, you will really benefit from some assistive software and also some training on how to use the software best in your role. I will get the software fast tracked to you within three days.

2

For your Back Pain, I will get one of our accredited assessors to visit you within the next few days and get some recommendations. The assessor will also discuss workplace coping strategies for your Stress.

3

I will be having a conversation with your Line Manager to discuss the solutions and implementation plan, you will both be fully supported through this process.

# Meet Kate.

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## Kate is Dave's Line Manager.

Kate manages a team of 15 people in a busy office. During Dave's appraisal, Kate noted a high level of condition related absence in the last few months and the increased number of mistakes he is making. Kate is concerned about Dave as he is a valued employee with great customer service skills.



Kate knows she has  
somewhere to turn to and  
get Dave the right tools  
and support to help.

**What our customers say:**

“The help and support received from my manager and yourselves has been exemplary - I cannot praise enough. The service has been totally fantastic – the support has been wonderful. Thank you.”

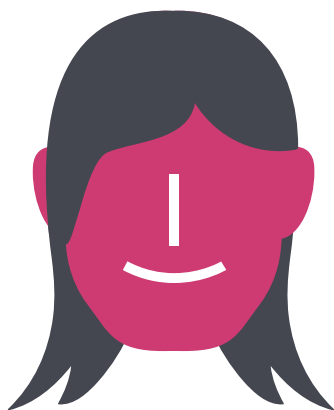
S.L.

# Meet Suzy.

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## Human Resources

Suzy receives reports about performance and sickness from the managers within the company. She wishes to make sure the company complies with the Equality Act 2010, and that the business' vision promoting diversity and inclusion is applied at every level of the organisation.



Luckily, Suzy knows  
Microlink can reduce  
condition related absence  
by up to 90%.

**What our customers say:**

“There isn’t anything I would change about this process. As a result of the assessment it prevented the condition from becoming worse, which was such a relief for me. Your team member was very friendly, professional and helped me a great deal.”

K.A.

# Meet John.

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## Health & Safety

John is responsible for DSE assessments to comply with Health & Safety legislation. This is a busy role for John and involves multiple staff at each location of the company. John often refers people to Microlink when the basic risk assessment is not sufficient due to the person's disability or health condition.





John knows the products supplied by Microlink will be from an approved catalogue, best value and fit with the business' needs.

**What our customers say:**

“My assessment was booked quickly. The assessor was informative and helped me with some immediate tips to help me work more comfortably. The delivery of the chair was faster than I had hoped. Thank you so much.”

P.G.

# Meet Vicky.

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## Procurement

Vicky used to receive requests for assistive technology and ergonomic equipment from multiple departments. Vicky had never heard of some of the products before and was unsure where to procure the items at the best price.



Vicky knows that  
Microlink can supply the  
full range of solutions  
needed for the workforce  
and finds the one stop  
shop supply more efficient  
and economical.

**What our customers say:**

“I was totally satisfied with the end to end process - The range of products available were bang up to date and affordable. I don't think anything could be improved upon. Cheers guys!”

V.R.

# Meet Helen.

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## Occupational Health

Helen is requested by Line Managers to contact staff on long term sick leave or who are struggling at work due to a medical condition. Helen feels that some of these staff members will benefit from assistive or ergonomic tools and refers the cases directly to Microlink for a solution to be put in place.



Helen knows Microlink follow up on all the solutions provided to make sure they are working and suitable for the employee.

**What our customers say:**

“The team that managed me - either by phone or in the branch were friendly and open; I felt comfortable talking to them about the challenges I face and felt very supported by the information they gave me.”

G.S.

# Meet Clive.

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## Facilities

Clive is in charge of building adaptations and will receive requests from Microlink about raising a desk or notification about an accessibility issue across the company sites.



Clive knows Microlink is on hand for any accessibility audits and is included in the stakeholder meetings which occur on a regular basis.

**What our customers say:**

“The team member I spoke to was insightful and very knowledgeable about the items I was offered. Great service and everything was completed with minimal issue and speedy efficiency. Service was exceptional.”

J.P.

# Meet Nick.

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## Information Technology

When Nick receives notification from Microlink that a piece of assistive software is required, he follows the process Microlink and the company have agreed. He knows how to install the software and what version has been approved by the organisation. Nick knows any training and support needs will be taken care of by Microlink.





Nick will also be notified when any software changes version and is sent copies in advance to test and approve for the company systems. This makes Nick's job a lot easier.

**What our customers say:**

"All people concerned with my WPA were great. No fuss and all done in agreed timelines. Software installed without issue and training made me feel confident to use it effectively. Huge thanks to the team."

M.C.

# Our Services.

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Accessibility Audits  
Accessibility Policies  
Advice & Guidance  
Assessments  
Assistive Technology  
Awareness Webinars / Workshops  
Case Management & Review  
Consultancy Services  
DSE Compliance  
Ergonomics  
Feedback Surveys  
Gap Analysis  
Guidance in Best Practice  
Management Information  
Product Demonstrations & Supply  
Scripting  
Software Testing  
Stakeholder Workshops  
Technical Support  
Training  
Workplace Coping Strategies



## WEBSITE

[www.microlinkpc.com](http://www.microlinkpc.com)

## EMAIL

[micase@microlinkpc.com](mailto:micase@microlinkpc.com)

## PHONE

023 80240330

## ADDRESS

Microlink House  
Brickfield Lane  
Chandler's Ford  
Hampshire  
SO53 4DP

## AWARDED BY



[www.microlinkpc.com](http://www.microlinkpc.com)

