



One of DSV's Global IT Support Center teams

Jun 12, 2019 08:56 CEST

# Creating an innovative, visionary Global IT Support Center

The Global IT Strategy in DSV is all about standardisation, centralisation and scalable solutions, and the aim is to support business growth and user efficiency.

Nevertheless, one year ago, the majority of IT support in DSV was handled by local business engagement teams in 48 different languages. This meant that support was very much a local affair based on local knowledge.

So, when Lasse Lundemark, Director of Global IT Support, was hired, the task at hand was clear: start the journey towards a standardised, Global IT Support Center to support all of DSV's 47,000 end-users – and be prepared to up-scale further.

A huge and challenging transformation lay ahead with a lot of moving parts. Creating the foundation for success meant focussing on three main pillars:

- Knowledge management
- Channel mix
- Full auto-translation on chat

Part of the answer was adoption of Knowledge-Centered Service – or KCS®.

### Implementing KCS

The KCS methodology is now a central part of the Global IT Support setup in DSV.

Lasse Lundemark explains: “When you have a truly global IT organisation, dynamic knowledge-sharing and collaboration is essential. You can't support systems and users across borders and time zones 24/7 without a structured method of capturing and reusing knowledge”.

Within a short timeframe, KCS has been fully implemented as a method across the Global IT Support organisation – and +50 IT supporters and specialists are now certified in the KCS practice.

“I believe DSV is fast becoming one of the strongest KCS-certified companies in the world. With an inhouse certified trainer, we can continue to keep the pace as well as certification costs low,” Lasse Lundemark finishes.



*Director Lasse Lundemark far right with another batch of KCS-certified IT specialists.*

## **Impressive results so far**

In just five months, the Global IT Support Center is seeing impressive results on key parameters:

- Resolution time has decreased significantly.
- First-level resolution is up 10% while keeping user satisfaction high and transforming the support setup from local to global.

## **Development of a knowledge base**

The next step is to create a knowledge base to hold articles with solutions to known issues. The knowledge base, aptly named “WeKnow,” will be made available to end-users through an efficient and searchable self-service portal.

If you'd like to join our Global IT team – please check current vacancies at [www.dsv.com/careers](http://www.dsv.com/careers)

\*\*\*

## **About Knowledge-Centered Service**

IT support relies almost entirely on the knowledge of the expert. When you have a global team of experts, KCS is a method that helps ensure:

- Reuse, improvement, and creation of knowledge as part of the problem-solving process
- Evolvement of content based on demand and usage
- Development of a knowledge base of collective experience to date

It makes all suitable knowledge available for end-users as fast as possible through search-based self-service and rewards learning, collaboration, sharing, and improving among team members.

*KCS® is a service mark of the Consortium for Service Innovation™*

---

## **DSV Panalpina A/S**

We provide and manage supply chain solutions for thousands of companies every day – from the small family run business to the large global corporation.

Our reach is global, yet our presence is local and close to our customers. 55,000 employees in more than 80 countries work passionately to deliver great customer experiences and high-quality services.

Read more at [www.dsv.com](http://www.dsv.com)

## Contacts



### **Maiken Riise Andersen**

Press Contact

Head of Corporate Communication

[Maiken.R.Andersen@dsv.com](mailto:Maiken.R.Andersen@dsv.com)

+45 43 20 30 74



### **Christian Kroglund**

Press Contact

Head of Corporate Marketing and Communication

[christian.kroglund@dsv.com](mailto:christian.kroglund@dsv.com)

+45 28 44 22 35