



# Managing Cable Network enquiries at GlobalConnect



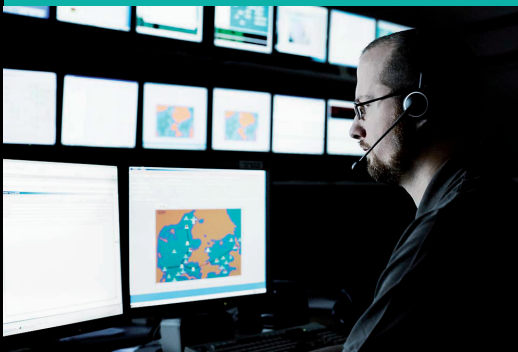
## About the project

GlobalConnect is Denmark's leading provider of alternative communications solutions for efficient, and secure, data networking and housing ([www.globalconnect.dk](http://www.globalconnect.dk))

Specialisterne consultants act as the interface between GlobalConnect and enquiries from construction companies planning to place fiber in the ground. Specialisterne consultants register the digging enquiries and compare the enquiry GlobalConnect's cable network and a digital map. The inquiring party receives a timely response with clear and precise instructions detailing where and where not to dig in order to protect GlobalConnect's cable network.

Mikkel Høgh-Schmidt,  
OMC  
Coordinator,  
GlobalConnect

"GlobalConnect has been very satisfied with our cooperation with Specialisterne. Their enthusiasm, attention to detail and ability to perform a large amount of ongoing tasks have led to fast and efficient responses to enquiries. We are happy to recommend Specialisterne."



## Specialist Value

Unlike consultants from other companies, Specialisterne's consultants demonstrate consistently high and stable levels of performance when handling repetitive tasks. Consultants from Specialisterne have a flair for finding errors and for suggesting valuable improvements in the work process.

## Expected output

Responses to enquiries must be precise and accurate in order to avoid damaging GlobalConnect's fiber cable network. All enquiries must be answered within one week.

## Actual output

Specialisterne consultants register and handle upwards of 2000 requests per month. The consultants not only perform their tasks at an exacting level of precision and accuracy, but also suggest improvements for optimizing the process. All enquiries are handled within the stipulated one week time frame.

Time & Scope  
5 days a week,  
for 2 years

## Contact information

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## Cooperation

### Between Specialisterne consultants

The consultants contact their personal manager when they need advice or changes made. The personal manager or business manager is in regular contact with the consultant to discuss the performance and development of the task.

### Between Specialisterne and GlobalConnect

The consultants have a contact person at the customersite with whom they can discuss taskrelated questions.

There are regular meetings between the personal manager and the customer to monitor performance and discuss development of the services provided.

### Client learnings:

In Specialisterne, GlobalConnect has found a reliable partner to whom they can outsource their tasks. This, in turn, has enabled GlobalConnect to reallocate valuable internal resources to important business areas instead.

### Specialisterne learnings:

We have learned that the consultants have been very active in finding ways to optimize the work process using their attention to detail and creative mindset.

"The tasks for **Global Connect** quickly became routine work and therefore comfortable to work with. The tasks require overview and we have to be careful not to go too much into details. **We are making sure that the customer gets a quick and accurate response.** It is satisfying to think of how many cables we avoid getting destroyed."

Søren Ljungholm, Consultant, Specialisterne