



# Validating, collecting, packing and shipping SIM cards for TDC

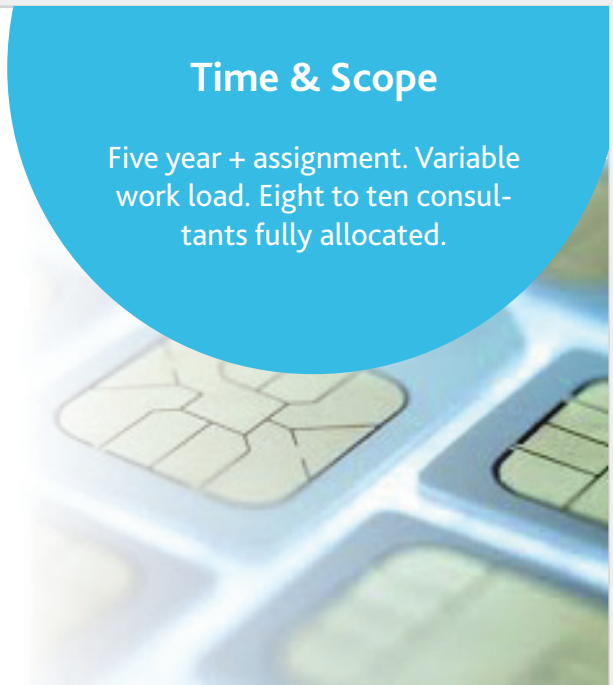
## About the project

TDC is the leading Danish provider of communication solutions. ([www.tdc.dk](http://www.tdc.dk))

The project is carried out at TDC's offices and includes validation of customer data, the pairing of SIM cards with telephone numbers, welcome letters and relevant brochures to the customer. The SIM card digit code is checked wire the telephone number to ensure they are the right reach.

## Time & Scope

Five year + assignment. Variable work load. Eight to ten consultants fully allocated.



## Expected output

All 1000-1500 letters per day must reach the post-office not later than 2 PM the following day and must include the correct content, validated SIM card and telephone number. Workload varies according to sales volume.

## Actual output

Specialisterne perform tasks in a timely and scalable manner and with a high level of quality.

"It's nice to have a job; something to wake up for. It is boring to hang around at home, where the days all look the same, day in and day out. It's very satisfying to know that someone can use your skills and abilities."

Nikolaj Skaareberg Eriksen,  
Specialisterne

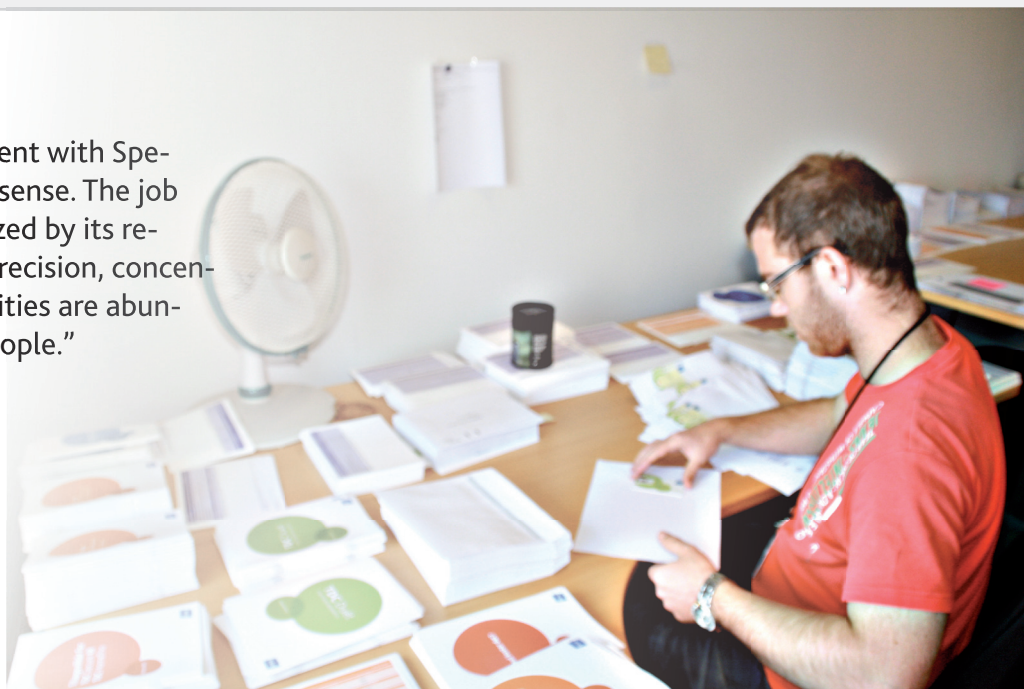
## Specialist Value

The correlation between quality and price makes Specialisterne competitive in the labour market and a sought after partner by TDC and other companies.



"The background for our agreement with Specialisterne makes good business sense. The job they're doing for us is characterized by its requirements in terms of insight, precision, concentration and regularity. These abilities are abundantly present in these young people."

Peter Stensler, TDC



## Cooperation

### Between Specialisterne and TDC

The personal manager is located at the TDC office as a project manager to manage all of our consultants, delegate the tasks given by TDC and to ensure an optimal work process. This close cooperation is relevant for all of the tasks at TDC, and relieves resources from TDC regarding project management.

### Between Specialisterne Consultants

Currently we have 10 consultants located at TDC, working with different tasks. This means that we have a lot of job training situations, close collaboration and a high level of flexibility. The personal manager is in daily contact with all of our consultants working at TDC.

### Client learnings:

The consultants have individual strengths and can help with not only the SIM card task, but also many other tasks.

### Specialisterne learnings:

We learned how to work together as a team by being flexible with variable work loads.

Contact information

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