

Specialisterne ensures quality of mobile phones

“In three years working with Specialisterne, never has a test gone wrong”

Jesper Matzen Lund, Terminal Test Coordinator, TDC Mobil

TDC ensures product quality by testing its phones with Specialisterne.



Three consultants from Specialisterne have been placed with TDC for several years.

Specialisterne run quality tests to ensure that:

- Phones are compatible with TDC's services
- Phones comply with Danish and international standards

“We know for a fact that a test run by Specialisterne will run exactly as specified. The consultants never take the easy way out, and unlike others in the same field, they won't stop testing until they deliver the results we want. On the contrary. Their tests are more thorough and cover a broader area than other consultants'. Specialisterne are the best alternative to us running the tests ourselves.”

Johnni T. Jensen
Terminal Test Engineer
TDC Operations

Why test?

TDC is the leading provider of communication solutions in Denmark. TDC has a commitment to quality.

TDC intends to maintain its position as the backbone of the Danish world class communications infrastructure.

The above will be measured on customer satisfaction, revenue and employee pride.

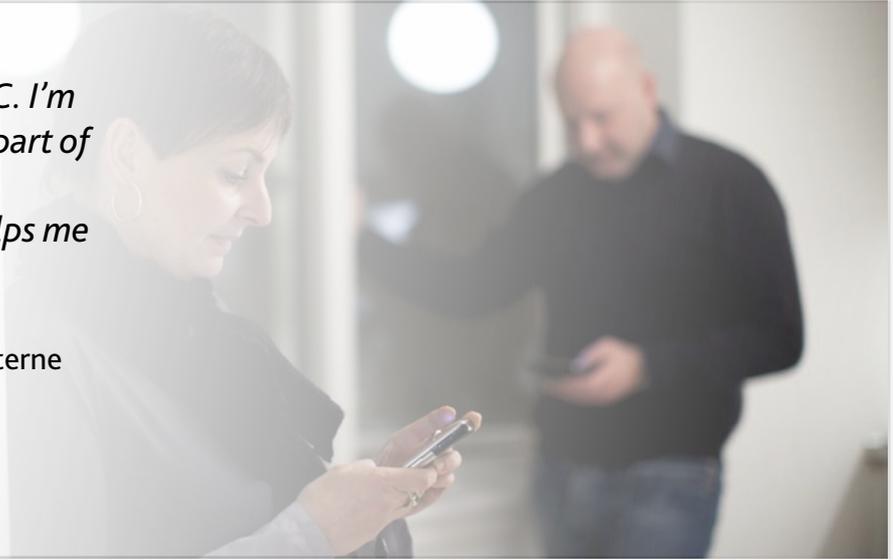
“If we do not test, faulty phones will hit the market. When that happens, we incur more costs from software updates and complaints from customer. And we get negative publicity. Having the test up front saves time and money later.”

Johnni T. Jensen, Terminal Test Engineer, TDC Operations

Specialisterne tests TDC's new applications and services before they are released to the market. Their efforts ensure product quality, part of TDC's success and goal to be the leading European telecom company.

"I feel part of a team when I'm with TDC. I'm not just some external consultant but part of the regular staff. As a result I have an understanding of the company that helps me do my job fast and efficiently."

Christoffer Schneider, Consultant, Specialisterne



Client learnings:

"The work done by Specialisterne is fast and of high quality. If product problems arise or a launch is delayed it is never because of bad performance on the part of Specialisterne."

Jesper Matzen Lund,
Terminal Test Coordinator, TDC Mobil

Specialisterne learnings:

"We are very pleased that TDC provides the opportunity of having three consultants as a team within their company structure. Daily cooperation and social interaction has helped to enhance both productivity and job satisfaction."

Rune Öblom, Business Manager, Specialisterne

Engagement focus

When TDC launches new applications and services, TDC wants its customers to access their new applications and services. It must ensure that customers' phones comply with technical and quality standards.

Specialisternes deliverables

Since 2008 consultants from Specialisterne have been testing new applications and services with TDC. They have ensured a high level of quality as well as satisfaction from customers. In this way Specialisterne has been instrumental in lowering the cost of customer service.