

The highest level of quality

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For the Espersen Group, the worldwide leader in professional fish processing, key factors having impact on making a decision to outsource IT activities turned out to be the scalability and flexibility of this services, as well as easy access to a broad spectrum of IT specialists. The company was looking for a professional partner that would provide remote support for IT procedures, business applications, and hardware, end users.

“We would not have been able to provide services to internal clients on our own. The company employs 2500 people in 9 countries. When we were looking for a provider we were interested in having a partner offering its services in multiple languages at the same time (EN, DK, UK, PL, RU, LIT). We had been taking advantage of IT outsourcing for 4 years, but this year we decided to change our provider. On one hand we were interested in services’ high quality, with these services being reckoned up under new rules, and on the other we needed a partner who would be able to provide us with 24/7/365 service

(EN/PL). We wanted to find a company, which understand how crucial the time of response to the reported incidents is in our line of business. We had to be sure that we are putting the IT activities into good hands.” (.....) Said Krzysztof Group IT Manager Espersen.

The best practices and valid IT standards are employed for the purposes of service provision, and their quality is monitored all the time. The reports with key performance indicators agreed upon are provided periodically to the Espersen company. A dependable access to support is delivered not only via electronic channels but also through a dedicated number with the Interactive Voice Response (IVR) function. Thanks to this solution the reaction to incidents is quick and more efficient.

Advantages which we have to take under consideration: high dedication and guaranteed time of reaction to the malfunctions reported, scalability and flexibility, easy access to IT resources: knowledge, competence and experience of Concare specialists, a single contact point

for all the IT-related problems, professional top-grade support and service as well as predictability of costs.

“Thanks to collaborating with Concare we are able to focus on the main activity of our enterprise and reach our strategic goals. We believe that all the activities related to the IT field are carried out at the highest level of quality.” (.....) Krzysztof Group IT Manager.

Espersen is a world leader in the processing of frozen fish blocks, frozen fillets, specials cuts, and breaded and deluxe puff pastry fish products, with modern production plants and non-production units in Denmark, France, Lithuania, Poland, Russia, Spain and Vietnam.



Results:

- High dedication and guaranteed time of reaction to the malfunctions reported.
- A single contact point for all the IT-related problems.
- Predictability of costs.

