

>> Danske Spil

External Call Centre and Internal Helpdesk Centre Solution



Danske Spil

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Customer profile

Danske Spil was founded on 21 July 1948, following the passing of a special Danish Pools Act by the Danish Parliament on 9 June 1948. Shareholders' equity today totals DKK 427 million. The company's shareholders are the Danish State (80%), the Danish Sports Federation (DIF) (10%) and the Danish Gymnastics and Sports Association (DGI) (10%). Number games are the largest business area, representing some 70% of the total revenue. Danske Spil is among the largest 50 companies in Denmark with an annual turnover of more than DKK 10.6 billion.



Initial situation

Almost 4,000 lotto agents of Danske Spil are all connected to the central IT systems and all the pools and lottery tickets are sent electronically through the national high-speed network. Furthermore, about 250,000 Danes are using the company's online-gambling options every month. Danske Spil is, therefore, completely dependent on a smoothly running network, network connections, agents data terminals and IT systems.

Therefore, the network and the central IT systems are secured in every possible way. Danske Spil has a call centre to help lotto agents and online-players with questions and technical guidance. In addition, there is an internal help desk centre which serves the 300 internal users at Danske Spil.

Implementation

The system is based on Remedy Action Request System from BMC Software. The system is used to manage 400,000 call centre enquiries per year. It serves about 4,000 agents and more than 250,000 online-customers. In addition, the Remedy application is used to manage enquiries to the internal help desk. Support includes all IT applications including telephony.

Remedy is also used for administration of PC equipment and licenses, administration of internal relocations and staff administration.

All the development work on the rather comprehensive Remedy platform was carried out in close co-operation between Danske Spil and MATERNA. MATERNA also delivered customising services.

Advantages

- Tasks are well structured
- Clearly defined procedures and responsibilities
- Service transparency
- Systematic management of priorities and escalation
- Problems are solved faster than before leading to less down-time
- Less use of resources