

October 2023

Daniel Meilgaard – Sys Mortensen

KISS CONFERENCE

# KUNDEFOKUS I OVERHALINGSBANEN I IT SERVICE MANAGEMENT



# DANIEL MEILGAARD

Manager, Customer Consultant

- May 2021 - joined BEC
- Previous role – Manager in BEC Customer Service
- +10 years of leadership experience
- 2007 – 2021 employment in Novo Nordisk
- Lives in Skævinge

- April 2020 - joined BEC
- Previous role – Manager in BEC service desk
- +20 years of leadership experience
- 2010 – 2020 employment in Nets
- Lives in Roskilde



**SYS MORTENSEN**  
Manager, Service Transition & CSI





# WHY

We believe that by emphasizing culture, mindset and behavior, we can achieve more profound and meaningful outcomes



# WHAT DOES IT MEAN TO US?

## WHAT IS OUR ROLE IN THIS?



### MORE VALUE – LESS EFFORT

- Faster – more with less
- Higher quality
- Lower cost
- Continuous improvements
- Anchor and share best practices
- Internal mobility



### DATA DRIVEN APPROACH

- Understand foundation of data and goal setting towards customers
- More facts – less feelings
  - Total number of calls
  - Average waiting time
  - Response rate
  - Customer satisfaction
  - Cause registration
  - Misdirected calls
- Tool to support proactive approach
  - See, solve, share
- Optimized capacity planning



### CULTURE, MINDSET, BEHAVIOR

- Support time to build psychological safety
- Invest and prioritize time to deliver constructive and timely feedback
- Embrace different opinions
- Calibration of team focus – what can WE do?
- Anchor and empower employees to take ownership – exploit every opportunity to celebrate success
- It's Friday EVERY day! Make it count



# HOW DOES IT LINK TO OUR DAILY WORK?

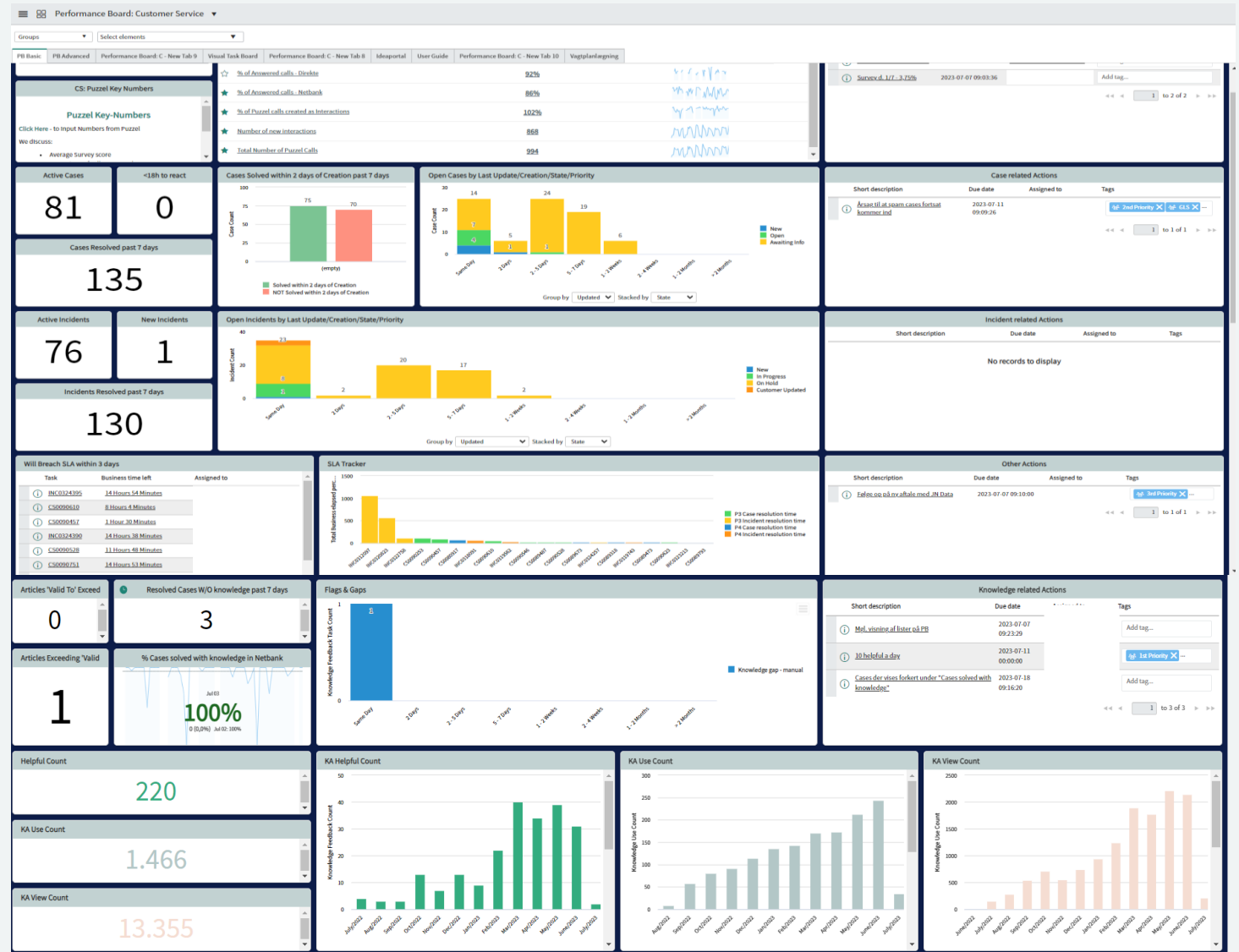


**We support these principle with conscious leadership  
trustworthy data and effective tool**



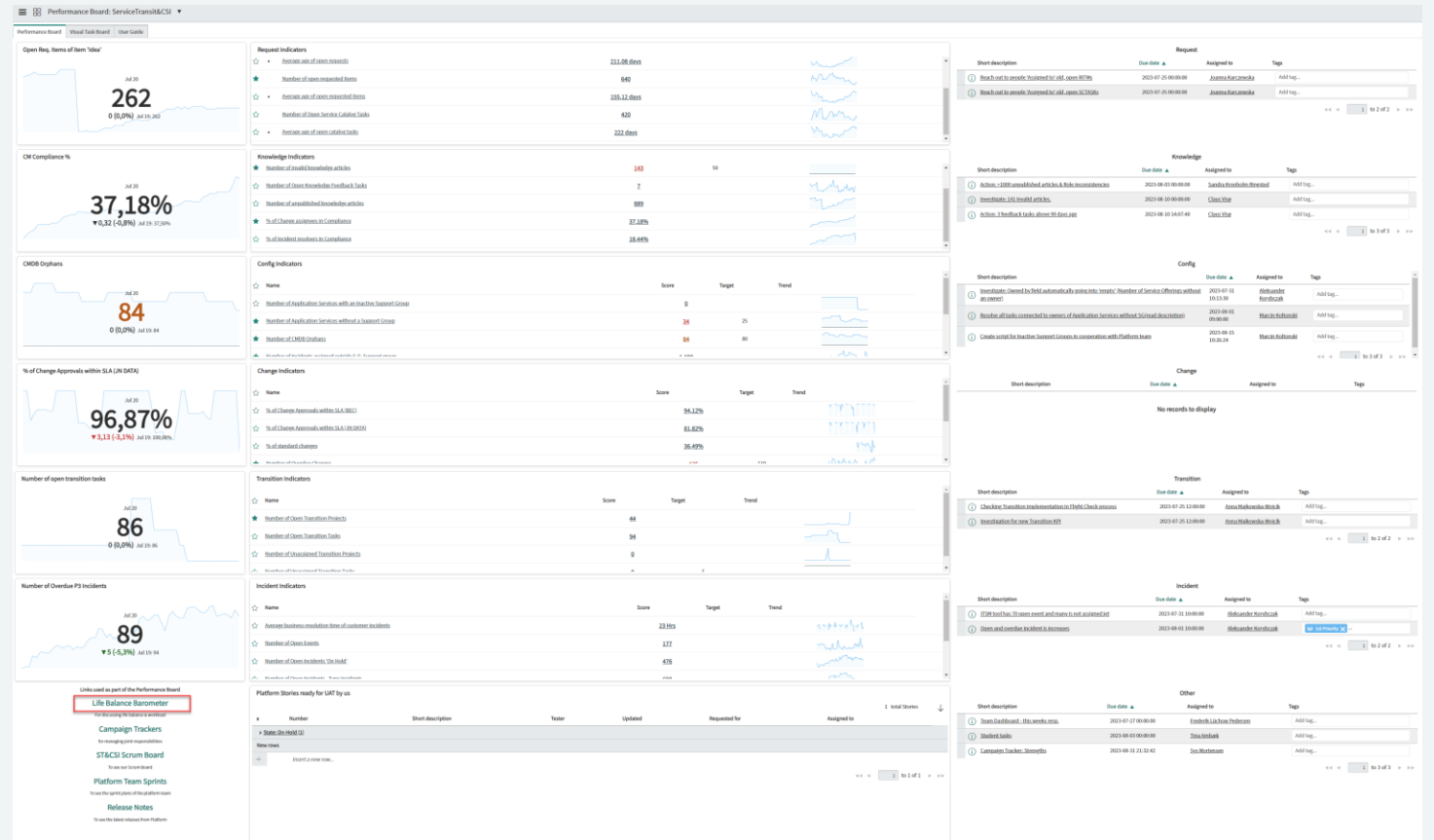
# PERFORMANCE BOARD

## CUSTOMER SERVICE

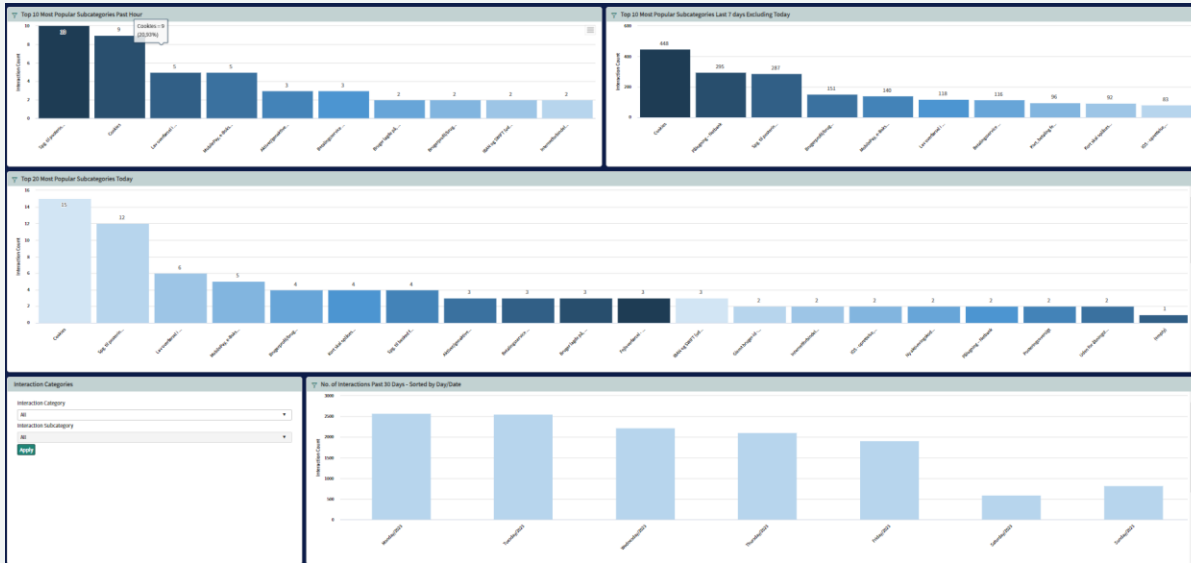


# PERFORMANCE BOARD

# PROCESSES







**Service Management**

Internal Customer | Search (minimum 3 characters)

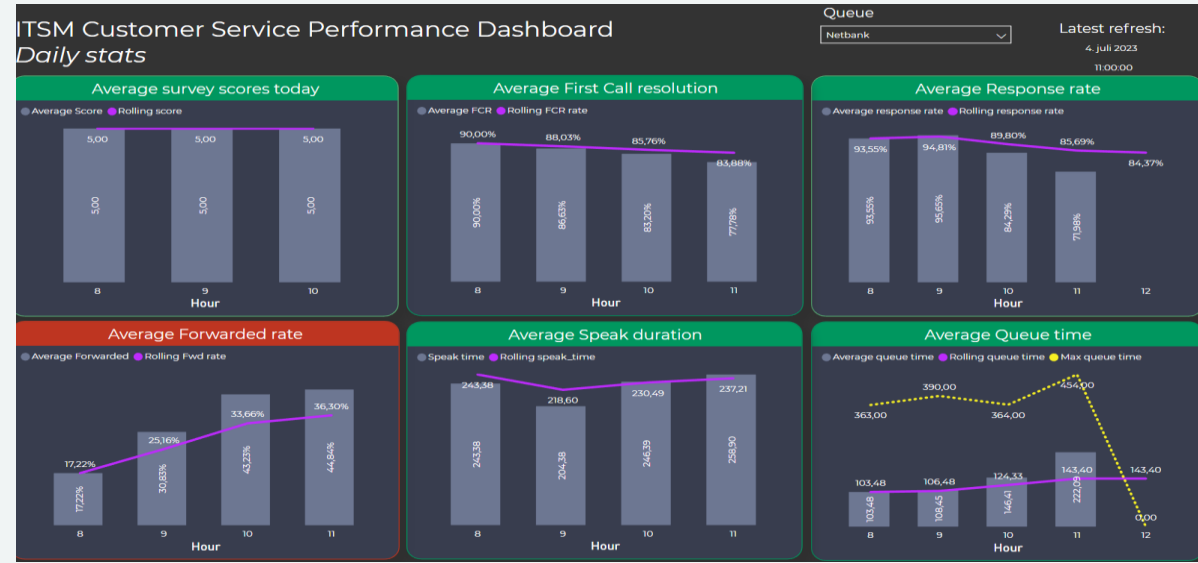
Categories | Tags

Afdelingsinfo 53517

- Ugens briefing - Uge 26 - 2023**  
Revised by: j | 13 Views | Last updated 4d ago | Rating: 5/5  
OBS: PA MOBILBANKEN Android 9 bliver udfaset d. 23.9 og derfor bør vi ikke anbefale brugere at afinstallere mobilbanken hvis de kører på denne opdatering. Læs mere om det HER OBS: PA NETBANKEN. Vi får en del henvendelse ang. med bruger oplever fejl ved.  
Knowledge Base: Internal Customer Service | Category: Afdelingsinfo 53517 > Ugens briefing
- Hvordan bruger man MID testbrugere?**  
Revised by: j | 73 Views | Last updated 5d ago | Rating: 5/5  
Hvordan bruger man MID testbrugere? Sådan finder du arket med MID App Simulator i de 1. Tryk på "Knowledge Log - Netbank". 2. Tryk på "Filer". 3. Tryk på "Netbank - Testbrugere". 4. Tryk på "A-Testbrugere MID.xlsx". Hav MID App.  
Knowledge Base: Internal Customer Service | Category: Afdelingsinfo 53517 > Service Now
- Antivirus programmer**  
Revised by: j | 5 Views | Last updated 5d ago | Rating: 5/5  
Højder vi med antivirus der blokerer netbanken? Da antivirus programmer er et tilføjesprogram til enheden som kan påvirke netbanken, er dette ikke noget vi kan supportere på. Vi kan derfor bede bruger om at kontakte vedkommende der har installeret.  
Knowledge Base: Internal Customer Service | Category: Afdelingsinfo 53517 > Service Now
- Tour de Customer Service - regelset**  
Revised by: j | 59 Views | Last updated 5d ago | Rating: 5/5  
Regler: Scorecardet opdateres hver tirsdag og fredag - enkelte konkurrencer giver point som løbende tælles sammen, andre bliver et samlet klasserang. Hvis man bliver sygt i løbet af konkurrencen udgår man. Doping i form af kaffen fra kaffeautomaten er.  
Knowledge Base: Internal Customer Service | Category: Afdelingsinfo 53517 > Awareness
- Registrering af nærmeste pårørende i Visma**  
Revised by: j | 79 Views | Last updated 5d ago | Rating: 5/5  
Vi har behov for at have kontaktoplysninger på dine nærmeste pårørende i tilfælde af der f.eks. skulle ske dig noget i arbejdstiden. Denne vejledning viser dig hvordan du får oplysningerne registreret. Du registrere dine nærmeste pårørende ved at gøre.  
Knowledge Base: Internal Customer Service | Category: Afdelingsinfo 53517 > Visma
- Ugens briefing - Uge 25 - 2023**  
Revised by: j | 32 Views | Last updated 12d ago | Rating: 5/5  
OBS: PA MOBILBANKEN: Ikke noget ud over det sædvanlige OBS PA NETBANKEN. Vi får en del henvendelse ang. med bruger oplever fejl ved pålogning på netbanken igennem browseren Safari - Cookies skal ryddes. Guide til hvordan kan ses på følgende links.  
Knowledge Base: Internal Customer Service | Category: Afdelingsinfo 53517 > Service Now
- Historiske valutakurser**  
Revised by: j | 13d ago | Rating: 5/5  
Introduktion Dette er en funktion på hvad de historiske valuter er og hvor de kan findes i netbank erhverv. Instructions De historiske valuter er en oversigt over kursudviklingen over tiden. Her kan bruger vælge forskellige valuter og en periode, og her.  
Knowledge Base: Internal Customer Service | Category: Afdelingsinfo 53517 > Service Now
- Startpage - Sådan åbner du programmer automatisk når du logger på**  
Revised by: j | 20 Views | Last updated 15d ago | Rating: 5/5

# DATA DRIVEN APPROACH - INSPIRATION

We should always know - never assume!



# WHY?

Because well being and having a reasonable workload is the least, we should expect!

# WHAT?

The Life Balance Barometer is for continuous discussions on how we are doing

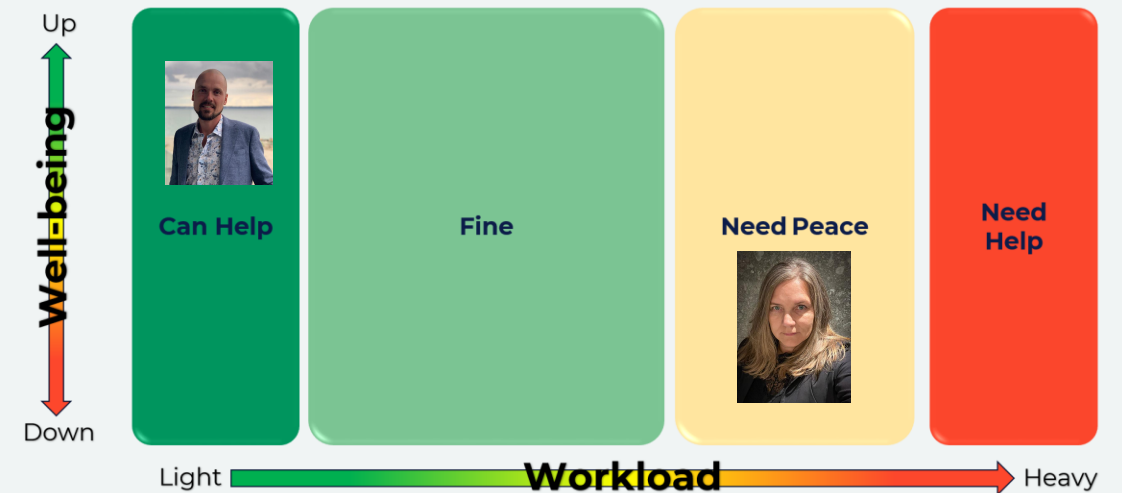
Even if we are objectively doing the same amount of work, we want to act, when someone feels their workload is too heavy or their well being is worsening.

# HOW?

Before the meeting, place your picture-token based on your well being & workload. This helps your manager & colleagues to identify who needs their support.

We know your well being can be a very private matter. Therefore **no one** will ask to your well-being during a meeting, as you may want to keep it on a manager check-in level. The point is to accept and act. This can be a colleague reaching out or a manager asking how they can help, after the meeting. If you would rather not share at all, feel free to place yourself at a neutral center – and only share what your workload is at.

# THE LIFE BALANCE BAROMETER



CONSCIOUS  
CUSTOMER SERVICE

BREAK DOWN SILOS

CONSCIOUS MINDSET

FOSTER TEAM  
CULTURE

ROLE MODELS

4.2 → 4.5 / 5  
CUSTOMER SATISFACTION SCORE

↓ 30%  
PHONE CALLS

5:00 → 1:30 MIN  
AVERAGE WAITING TIME PHONE

80% → 90%  
RESPONSE RATE PHONE/TICKET??

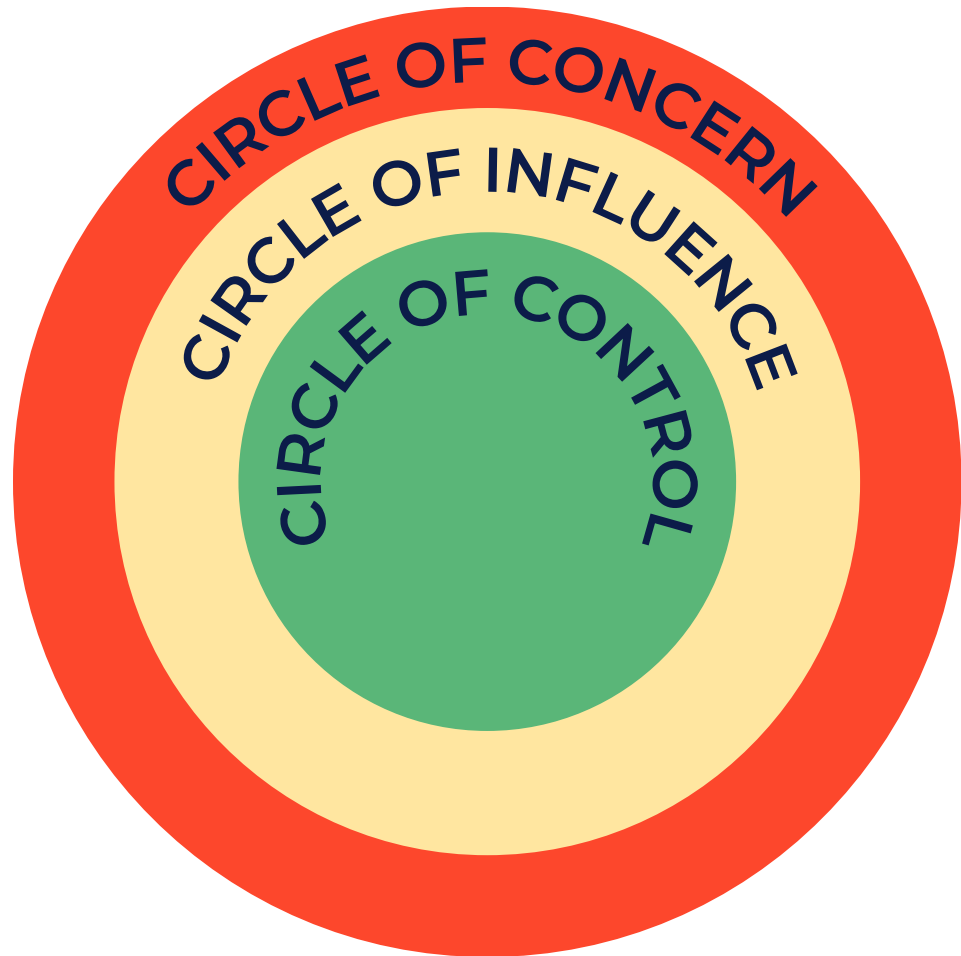
+500 NEW  
KNOWLEDGE ARTICLES

+20  
IDEAS FOR IMPROVEMENTS

# WHAT?



# WHAT RESULTS NATURALLY FOLLOW WHEN WE PRIORITIZE CULTURE, MINDSET AND BEHAVIOR



**Accept It,  
Park It,  
Handle It!**





# 3 KEY TAKE AWAYS

Reach out to  
Daniel and Sys

**DATA DRIVEN  
APPROACH**

**EMPLOYEE  
EMPOWERMENT**

**CONSCIOUS  
MINDSET**

