

SDC

SDC CREATES A COMMON IT PLATFORM FOR BANKS IN THE NORDIC COUNTRIES

SDC is an IT service partner for the financial sector in the Nordic region. SDC's core services are the development and operation of banking applications and, as the only ones on the market, they provide a common Nordic platform adapted to national laws and languages of each country. Today, 120 small and large banks from all over the Nordic countries are part of the community.

SDC strives to offer the Nordic region's most future-proof IT platform by being at the forefront of development and providing Best-in-Class functionality, design and optimisation.

SDC employs 530+ employees at their headquarters in Ballerup and approx. 60 employees in subsidiaries in Denmark and Sweden.



QUOTES – SDC

- *“SDC is on a journey of change towards a more commercial image, where we not only deliver the services our customers demand but even offer sparring and inspiration in the intersection between business and IT. ProMark supports this transition.”*

TINE SKOV MADSEN
HR DIRECTOR, SDC

ABOUT MARK INFORMATION

Mark Information is an innovative software company offering the Workforce Management solution ProMark from offices in Denmark, Sweden, Norway, United Kingdom and Romania.

ProMark enables customers to optimise productivity and generate savings through scheduling the right resources, at the right time, for the right job and ensures that resources are remunerated correctly in the most effective way.

We service global corporations and have more than 1000 installations and 300,000 users.



COMMUNICATION IS NECESSARY FOR CHANGE

THE CHALLENGE

- Brand new collective agreement for the financial sector (timebank) had to be automated electronically
- Need for accurate overview of project hours as a basis for invoicing
- Change process towards a more customer-centric profile

PROJECT SCOPE AND SUCCESS CRITERIA

- Everyone in SDC were to register time and projects
- Implementation in 3 weeks
- A network of super users was a huge advantage, which meant that the HR department did not become a bottleneck
- Transparency in the new management information

KEY METHODS

- Clear communication: Who is influenced how by the new system, and targeted communication with tailor-made messages and angles
- Selected employees were part of it from the start and served as ambassadors as it was rolled out
- Information meetings for all about the new agreement

OUTCOMES

- Support for commercialization
- Great support for the project as it was well prepared and help was available
- Automation by notifications sent to advise managers via email of deviations needing approval
- Modern user interface



PRIMARY RESULTS

- Certainty that the payroll and invoicing basis is in place in a timely manner
- Implementation in just 3 weeks with integration to both payroll and ERP systems (Visma payroll solution and Dynamics AX)
- Higher transparency – both for SDC and their customers

