



As [we reported earlier](#), we started work to integrate the offices of Freeco Logistics (now DFDS Finland), in Turku, Vantaa and Tallinn into the main DFDS IT landscape towards the end of 2019. And as planned, all users were migrated to the DFDS Active Directory and domain during the first quarter of 2020, whilst Velocity, Visma and CapNordic went live on 1 May.

“A vital part of all integrations is to visit the sites, evaluate the business processes, make gap analysis, IT security checks, and on-site application training. And particularly important is the onsite go-live support to help all the new users with the daily challenges of adapting to the new applications. Even though the COVID-19 situation prevented people from travelling, we completed the integration of Freeco Logistics into the DFDS family as planned. The mantra was ‘If we see a problem, we fix it’. In fact, all DFDS behaviours were encapsulated in this integration,” says Chris Coughlin on behalf of the implementation team.

Online training

By using MS Teams and having new users with a very positive mindset, it has been possible to conduct online training sessions in Velocity, CapNordic and Visma, and the Freeco users are now all using the applications.

Support

Daily operations are currently being supported virtually via MS teams, with Velocity being supported by Susanne Eriksen, Emelie Crofts, Simon Brambley and Chris Coughlin.

For the financial tasks, both Visma and CapNordic are supported by Jeppe Vestrup Skivild, Mattia Mariani, Alec Skat Larsen, Dennis Kyhl-Nielsen, Jennie Thorbjörnsson, Annika Ennok and Lene Frydenberg.

IT and infrastructure support has been provided by Paulius Kryzevicius.

“In addition to the system integration, we are also migrating most of the financial tasks to the Financial Shared Service Centre (FSC) in Poznań. Why not kill two birds with one stone?” Jeppe says. “Now, one week into the virtual go-live, everything has gone as planned. The main DFDS applications are in use, and all users and application supporters are in constant virtual dialogue via MS teams or Skype. It is not the same as being on site with face-to-face communication, but it is working.”

Learning process

“Sure, it has been learning process for everyone, but the targets have been achieved, and the DFDS IT-systems are successfully implemented in two different countries remotely. Really proud of all teams involved and perhaps some parts of the process will be taken as new routines in DFDS future implementations” says Timo Ruusunen, MD DFDS Logistics Finland.

A success of co-operation

Valdemar Warburg, VP of BU Nordic says: “I’d like to express a big thank you to everyone involved. It is a new and very challenging task to do a go-live fully remotely, but the excellent co-operation between the business, IT, Finance and other support functions demonstrated what DFDS is capable of. Without your positive attitudes and your determination to make this work, despite the circumstances, this would not have been possible.”

A special thank you goes to the teams in Poznań, such as Joanna Borucka (AR), Weronika Branicka (Cash Management), Halina Sobczak-Kempara (GL), Dawid Stozak (GL), Angelika Knapinska (AP), Joanna Adamczyk (AP) and others. Thank you also to the local finance staff - Marianne Peltola, Aili Metsamaa and Liina Kalam, who are learning these new finance applications whilst migrating tasks to FSC. And to Mikko Viholainen in Turku, for his help in the location co-ordination for all the operational tasks.

The integration team



From DFDS Logistics Turku: Mikko Viholainen, (implementation coordinator), Timo, Henri, Kristian Vihanto, Ulrike Rautarinta, Sami Uotinen, Tuomas Tuominen, Marko Rantanen, Mirka Loimakoski, Tuukka Pulliainen.

From: DFDS Logistics Vantaa: Jukka Jurvela, Ville Kalsta, Teemu Korpinen.

DFDS Logistics Tallinn: Marko Sokk, Asko Lepiksaar, Deniss Vassiljev, Lilian Kaasik, Rainer Kuusemets, Signet Kruger, Kersten Loppe, Liina Kalam, Merlin Anton.

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