



IT Strategy

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DSV Capital Markets Day, 11 May 2010

DSV

Agenda

- IT Strategy
- IT Governance
- Business process enhancements



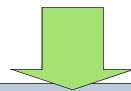
IT Strategy

- One system per division / main activity:
 - Road – CargoLink
 - Air & Sea – EdiEnterprise
 - Solutions – Cargo Write
 - Sales & Marketing – Salesforce.com
 - Finance – SAP



IT Strategy

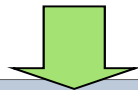
- The above systems are / will be implemented throughout DSV
- All systems are live today and templates are fixed
- One centralised IT function
 - IT Infrastructure and operation of Frans Maas – integrated in DSV Group IT
 - IT Infrastructure and operation of ABX – integrated in DSV Group IT
- IT investments must be based on a business case
 - IT is an investment and must yield a return



We want business driven IT development and not IT driven business development

IT Governance

- Business driven IT developments
- Business Process Owner Groups (“BPOG”) governs IT development
- How does it work:
 - There is a BPOG for each of the divisions, Sales & Marketing and Finance
 - The BPOG’s are governed by divisional top management and the cross divisional BPOG’s are governed by Group Management
 - The priorities of the BPOG’s are coordinated in the central governance board which is headed by Group Management



IT investments are driven by business requirements / optimisation of business processes. Prioritisation is based on business cases.



Business process enhancements

Shipment Tracking and Reporting – STAR:

- Uniform business process in relation to pick up, delivery and handling in hubs
- Allows for high quality track & trace information
- Will save us time and allow for quality reporting to customers

E-services:

- Electronic booking platform via EDI, XML or online
- Allows for an efficient high quality booking process 24/7
- Will save us time and allow for high quality reporting to customers

International Shared Service Center:

- Uniform back-office processes
- Improvement of quality
- Economies of scale

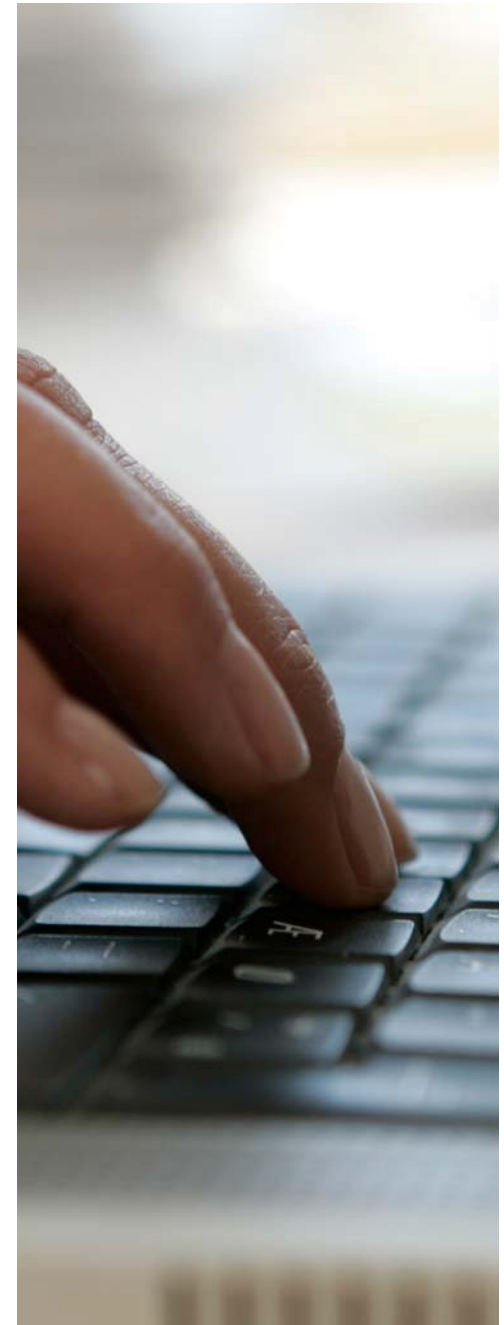
Business process enhancements

Work flow:

- Electronic processing of incoming invoices
- Creates efficiencies when handling vendor invoices
- Will save us time and give better quality in our administration.
- Will allow us to centralise the business process

Master Data:

- Create one unique customer numbers within our Group
- Will allow for efficient communication across divisions, countries, companies and systems
- Benefits all BPOG areas and is a mega enabler for developing our future IT platform





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