

[See the [Press release](#) announcing the agreement with Softwired for the provision of its mobile messaging middleware with iBus//Mobile for Post Denmark's deployment.]



He gives Post Denmark more IT utilization value

CIO 2008 candidate: Jens Risgaard is self-taught, believes that the IT department – as the only one – can think across the entire organization, and he has made daily life easier for the 14,000 postmen in Denmark.

From having 28 mail districts, each with its own operation, all operations have now been centralized over the last 10 years in two key Operation centres.

Similarly, the IT department has built up an application strategy to complement its IT strategy commencing with the implementation of an ERP system in 2003 and now a new mobile deployment in 2007/2008 for post men and women.

Unlike many CIO's, the amount of time Jens Risgaard spends dealing directly with technology is limited.

"I am dealing (primarily) with leadership and to a large extent with communication within Post Denmark's business lines," he says.

He is also responsible for the direct management of 400 employees.

14,000 Smart Phones

The autodidact IT leader has just completed a project in which all 14,000 postmen have been equipped with a Smart Phone as a new work tool. Previously they used scanners.

"It was a project that we in IT proposed to the business units. They could see the financial and commercial benefits of the project," said Jens Risgaard.

If Post Denmark had continued with the old technology, the company would need to replace the old scanners every five years.

"It would have been an investment of around 50 million Kroner every five years," he says.

With the new mobile technology the postmen are now online [via mobile data], and can communicate more effectively with each other.

Jens Risgaard believes that larger organizations, such as Post Denmark, very easily risk silo-thinking.

"Each business unit has focused on its own territory. I have found that the IT department is the only part which can think and transcend across the entire organization, thereby optimizing the investment and ROC," explains the IT Director at Post Denmark.