

# ▶ A Special Member for the Dream Team

Scottish Testing Group  
Glasgow  
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SPECIALISTERNE  
Sense & Details



▶ Sense & Details

SPECIALISTERNE



## Agenda

- The background
- The SPECIALISTERNE concept
- Market relevance
- The winners
- How you can join our vision

**BBC WORLD**



## About SPECIALISTERNE

First company of its kind

Established Jan 1<sup>st</sup> 2004

No external funding

Board

Advisory Board

Staff:

- 34 persons with autism
- 10 persons without autism
- 11 trainees

Goal:

100+ employees with autism in DK

1000+ employees with autism internationally



## The vision

- we will provide persons with autism the possibility to use and empower their unique skills
- we will provide new skills to the corporate sector
- we will prove that persons with autism can take equal and active part in society
- we will compete at market terms and establish operations in Denmark and internationally





## The mission

SPECIALISTERNE uses the characteristics of autism in a positive way solving valuable tasks for the corporate sector at market terms



## About Autism

Note: Autism = Autism Spectrum Disorder

Social impairment



Vernon Smith  
Economist  
Nobelprize



Lisa Simpson  
Cartoon Figure

6-9 o/oo  
in any  
population

Communication  
impairment



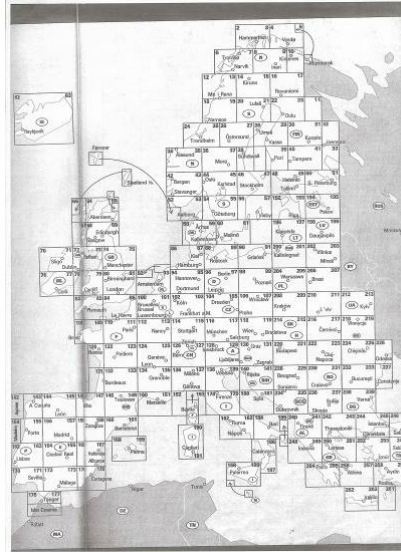
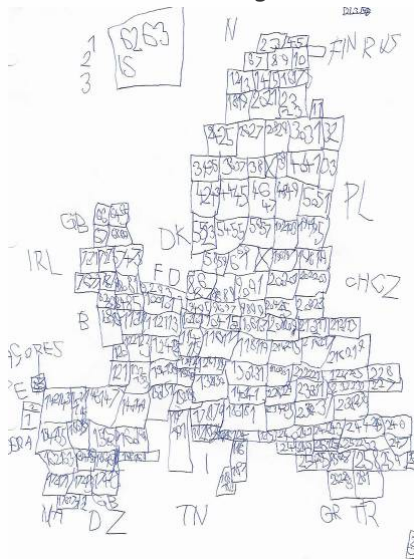
Mr Bean  
Film character

Imagination  
impairment

*The Wing's Triad (Wing and Gould, 1979)*



## Autism – my son, Lars



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## Autism characteristics

### Plus

- motivation
- engagement
- focus
- persistency
- precision
- attention to details
- follow instructions
- structured way of working
- high learning ability

### Minus

- may not have IT relevant education
- may not have positive job experiences
- need reduced working hours
- can't cope with stress
- need special understanding

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## The Market

The market is wherever

- domain knowledge is not needed
- it's hard for companies to motivate employees
- too many faults stays undetected during tests
- there is a lack of attention to details
- documentation is not updated properly
- HR departments honor social skills and mostly hire generalists

Potential market size

- My guess: 1% of all tasks in any large company will be suited very well for SPECIALISTERNE employees



## Services

- Tests
  - static
  - dynamic
- Data
  - conversion
  - entries
  - quality control
- Documentation
  - test
  - manuals
  - function point counting
  - configuration management
- Programming

## Customers

- TDC (major carrier in DK)
- TDC Mobile (major mobile operator in DK)
- CSC (global IT company)
- KMD (largest Danish owned IT-company)
- Microsoft (global IT company)
- Oracle (global IT company)
- Grundfos (global provider of pump solutions)
- Nordea (largest Scandinavian bank)
- Cryptomathic (leading provider of e-security)



## SPECIALISTERNE provides

### For the employee

- training
- structured working methods
- tailored working environments
- clear references and instructions
- personal support
- development plans tailored the individual
- working hours according to the individual threshold
- limited stress situations

### For the customer

- single point of contact
- mapping customer needs with employee skills
- full responsibility for quality of work
- limited risk
- no special understanding required
- choice of tasks being solved at SPECIALISTERNE or at the customer premises



## The winners

When making room for special members of the Dream Team the winners are in the categories:

Improved products

Reduced costs

Improved quality of life





## Winner "Improved products"



**CRYPTOMATHIC**  
e-Security for better business

### Task

- Test of E-security software solutions

### Our experience

- "We have a social profile, but the main point is, that we are very satisfied working with SPECIALISTERNE.
- The tests require IT skills plus systematic flair and understanding, which absolutely is met by SPECIALISTERNE.
- The analytic sense for what works and what does not work is great and they manage to repeat tests with the same concentration – regardless if it's the first or fifth time."



## Winner "Improved products"



EXPERIENCE. RESULTS.

### The task

- SPECIALISTERNE was assigned to test a module of the product OPUS Medicine – a critical application used in the hospital area.

### Our experience

- The domain of medications was unknown, but SPECIALISTERNE was very soon ready to start testing anyway.
- SPECIALISTERNE completed a test case app. 20% faster than application testers within CSC.
- Both the result and the documentation of the tests were absolutely satisfactory.
- In order to get the best test result, the surroundings (locations, services) was an important issue.

CSC Scandihealth clearly recommends a co-operation with SPECIALISTERNE.



## Winner "Reduced costs": SOCIETY

- It can cost about \$3,2 million to take care of an autistic person over his or her lifetime
- Caring for all people with autism over their lifetimes costs an estimated \$35 billion per year in the USA
  - Direct costs - medical 9,7%
  - Direct costs - non-medical 31,0%
  - Indirect cost – own lost productivity 30,7%
  - Indirect costs – parent's lost productivity 28,6%

*Michael Ganz, Assistant professor of Society, Human Development and Health, Harvard School of Public Health.*

Society will experience reduced costs every time a person with autism is hired by SPECIALISTERNE



## Winner "Improved quality of life"



- Growing self esteem
  - Being respected for who they are
  - Being acknowledged for their skills
  - Taking active part in society
- If we can provide jobs for additional one percent of persons with autism, this means improved quality of life for 0,006% of the population – as example:
    - 300 in Denmark
    - 500 in Sweden
    - 3600 in UK



## The relevance



National Autisme Prize 2004



Initiative Prize 2005 IT Forum Midjotland



Kings Cross of the Corporate Sector, Denmark

Netværksprisen



Best key-note presentation



Best presentation



CEFEC AWARD Best Large Social Firm 2006



## International roll out

### Why

- Scale is important for realizing the vision
- Scale enables global education backup
- Scale enables knowledge transfer of best practice
- International references can be used locally

### How

- Same SPECIALISTERNE concept globally
- Co-operate with local drivers, entrepreneurs, authorities, organizations and networks
- Plan for a secure start-up



## SPECIALISTERNE SCOTLAND

Will a SPECIALISTERNE concept be successful in Scotland?

- are persons with autism are the same as in Scotland?
- are the needs for specialist resources in the corporate sector the same as in Scotland?
- is the Scottish welfare model similar with the Danish?

If so – it's a matter of planning

- finding the right partners
- finding a manager who shares the SPECIALISTERNE values
- funding

We should be able to provide 100 specialists for the Scottish business community



## On behalf of the employees of SPECIALISTERNE



# Thanks

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