

Dako Outsources Business Critical Area to ISS

For Dako, one of the world's leading companies within tissue-based cancer diagnostics, it is imperative that production equipment is constantly calibrated, verified and well-documented. ISS ensures that Dako is able to keep focus on its core business.

Dako's mission is to fight cancer. They do this by providing reagents, instruments and software that give fast and accurate answers for cancer patients. To be able to focus 100 percent on the mission, Dako has outsourced everything from cleaning, reception and canteen operations to maintenance and calibration of the production machinery to ISS.

Kim Christopherson, Facility Services Manager at Dako said:– We believe we gain a clear advantage by outsourcing our facility services. ISS has a larger base to draw on, and as maintenance and the operation of our production machinery are business critical areas, it is important to work together with a large organization that focuses on the area and has a comprehensive computer system that controls and documents their delivery.

More than 95 percent of Dako's production in Denmark is exported to the rest of the world and there is huge focus on ensuring all quality systems and documentation are in compliance.

Liselotte Panduro, Divisional Director in ISS said:

– The production is likely to stall if we are unable to document every detail of how ISS maintains production facilities. Therefore, it is really a question of confidence that Dako outsources such a vital part of the business to us.

For that reason, ISS technicians are available around the clock and move out on short notice if the temperature suddenly rises in one of Dako's refrigerated containers with diagnostic fluids. If the temperature of the fluids rises too much, they are ruined and must be destroyed – this can result in the loss of millions of Danish kroner in turnover.

Besides maintenance of the production machinery, Dako also outsources cleaning, reception, maintenance of outdoor areas and canteen operations to ISS. The contract has just been renegotiated for the next four years.

Kim Christopherson from Dako commented:

– We have been pleased with the cooperation with ISS for the last three years, and have therefore chosen to renew the contract. It makes sense that we focus on our core competencies in research, development and production, and leave it to ISS to handle our service functions.

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