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Andreas Blum
Head of Solution Center Cargo, Corporate Divisions and Workplace, Swiss Federal Railways

Swiss Federal Railways SBB: Unified Communications & Collaboration (UCC)

Full speed ahead with new working environments.

SBB is fully equipped for its collaborative future. A UCC solution from Swisscom is a major driving factor.

The challenge:

setting the right course for new working models.

SBB is currently in a state of transformation unparalleled in its more than 100-year history: Switzerland's largest transport company is revolutionising its working models. For example, a large number of its employees are moving into flexible office environments. The multispace concepts for the new rooms require the fundamental rethinking of all work aspects. “We are evolving into a highly modern company in which efficient collaboration and flexibility are given top priority”, explains Andreas Blum, Head of Solution Center Cargo, Corporate Divisions and Workplace. “To achieve this, we need the right ICT tools. With a WTO tender, we looked for a partner who could provide ideal support for the introduction of UCC.”

The solution:

UCC with hardware, brains and a human touch.

Working without fixed network telephony? And no fixed workplace? This is the new reality at SBB. All employees communicate via smartphones and modern Unified Communications & Collaboration (UCC) tools. Swisscom has proven itself to be a strong and

able partner during planning and implementation of UCC. It both mastered the technical requirements of this demanding project and, within a few months, realised the new solution designed for 10,000 people as an outsourced platform. SBB employees were given lots of support while transitioning to a new working culture. The use of “UCC ambassadors” was particularly popular and effective: Swisscom apprentices instructed SBB employees on the use of UCC tools at their new workplaces.

The result:

a bold step forward into the future.

For Andreas Blum, UCC@SBB has been a success: “Our employee surveys have been very encouraging. They indicate an extremely high level of satisfaction with the new communication and collaboration tools. Instant messaging, online meetings, desktop sharing, presence status indicators and additional functionalities of the UCC platform are used intensively. This is in no small part due to the change process supported by Swisscom. SBB benefits greatly from UCC. We have created new working environments that appeal in particular to young talent.”

Further information can be found at
www.swisscom.ch/worksmart

