



“In our large and complex projects, good communication is essential. UCC offers us optimal support here.”

Roger Baumer  
Co-owner Hälg Building Services Group

Hälg Building Services Group: Unified Communications & Collaboration (UCC)

## Good climate for productive cooperation.

**The Hälg Building Services Group is one of the leading Swiss building service providers. With a modern UCC solution from Swisscom, cooperation has been perfected.**

**The challenge:  
a complete overhaul is due.**

The 890 employees of Hälg are situated at 19 locations throughout Switzerland. They support large building services projects – such as the Novartis Campus and the University Hospital in Geneva. The replacement of the telephone system and relocation to a new building where the headquarters are located in St. Gallen provided the perfect opportunity to review the utilisation of new communication and collaboration tools throughout the group. “We did not want to invest in expensive hardware”, explained co-owner Roger Baumer. “Furthermore, the new solution should be modern and cover the different needs of all locations.” The management team had been looking into the subject of UCC for quite some time. CIO Bruno Rothenbühler: “Our IT department is too small, however, to be able to handle the implementation of UCC. Which is why we looked for a reliable partner.”

**The solution:  
Technology and change support from a single source.**  
Microsoft Managed Communications & Collaboration (MCC) from Swisscom fulfilled all requirements and impressed. The solution allows us to continue working in the familiar Microsoft environment. And: Hälg ob-

tains it as a Managed Service – the IT department is thus not responsible for operating the solution and can concentrate on projects that are of more importance for the business. Hälg employees now communicate smoothly and efficiently via cutting-edge platforms like SharePoint, Skype for Business and Exchange. Chat, telephone and videoconference functions, displaying of the presence status and the joint processing and effortless exchange of files ensure very efficient cooperation. The employees were – also with the help of Swisscom specialists – prepared carefully for the switch to UCC. Thanks to workshops, systematic information and training, the move towards a new working culture was completed successfully.

**The result:  
a fresh breeze is blowing through the company.**  
Roger Baumer is happy with the successful move to forward-looking working models: “UCC at Hälg is a great project. We don’t just have a concept paper, but something that we can really make use of and which takes us further each day. And it was also a fast project: Just one year was needed from the initial clarifications to the commissioning of the solution throughout the company. Swisscom provided us with great support – and not just technically, but also with regard to change management.”

**Further information can be found at**  
[www.swisscom.ch/ucc](http://www.swisscom.ch/ucc)

