

If you make your business processes more efficient,
you can focus on your core activity.

High productivity is indispensable for businesses if they want to be competitive. Those that can use their resources more purposefully can focus on the parts of the business that really matter. This not only helps the company to progress, it also releases staff from unnecessary stress. A modern Unified Communications & Collaboration (UCC) solution helps to boost efficiency as well as staff and customer satisfaction.

Yves, assembly technician

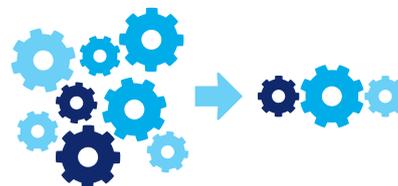
Yves works as an assembly technician for a Swiss company that builds machines for the production of plastic components. Every month, he installs up to three machines, usually abroad. He loves his job, although something has been niggling him in recent months. Stress levels are constantly increasing, and he has less and less time for his family.

Yves is finding it all too much. He sits with his supervisor Martin over a beer after work.

Martin: «Hey Yves, what's up? You look tired today!»

Yves: «I'm not surprised. You know yourself that I have to install more and more machines in less and less time. It used to be OK. But all the other stuff that goes with it sometimes drives me mad. Once I've worked my way through the installation jobs that come in by e-mail, if I have questions about them, I often can't get hold of the engineers

on the telephone. And if I do get through, they have a different version of the plans to the one I have in front of me. I also often have to do all the administrative jobs in the evenings and at weekends. If it keeps going on like this, my kids soon won't even recognise me!»



Martin: «I can see the problem. I would also prefer it if you and your colleagues could spend most of your time assembling machines. I calculated recently that you need to spend 40% of your time learning how to install machines, preparing to travel and studying assembly instructions! And you have to come to the office for most of this. Something is wrong here.»

Yves: «So do you have any ideas how it could be better?»

Martin: «Last week I met an old university friend. He put an idea in my head. In his company, they hold online meetings. You can work on documents and discuss projects with your colleagues from home or while you are travelling. That would be really useful for us!»



«...which is a huge relief. What I find particularly helpful is that I no longer have to study the assembly instructions here, but I can do it while I'm travelling.»

Martin takes his idea to the company directors. They react positively and launch a project to develop a UCC solution in partnership with Swisscom. Six months later, Yves is assembling a machine in Osaka. His customer's production manager, Kaito, is standing next to him.

Kaito: «Could we add an extra claw arm here?»

Yves: «I'll have to ask our engineer. Hang on a moment, please.»

He types an Instant Message on his laptop and receives a reply seconds later. «OK, Kaito. He wants to look at it with us in more detail. We'll set up a video-conference.» With a click, Yves launches a video-conference. The three of them discuss what to do – and quickly find a solution. During the conference, the engineer shows the assembly drawings on the screen, adapting them as he goes.

Kaito: «Wow! That's what I call good service!»

Martin makes plans and achieves a positive outcome. Yves is back in Switzerland and meets Martin during a coffee break.

Martin: «Hi Yves, back at base again?»

Yves: «Hello. Yes, I did some admin at home yesterday and went swimming with the kids in the afternoon. I have to say the new UCC tools mean I have much more time, which is a huge relief. What I find particularly helpful is that I no longer have to study the assembly instructions here, but I can do it while I'm travelling. And with SharePoint, I'm always guaranteed to have the latest version of the plans on my laptop and I don't have to keep asking questions.»

Martin: «Sounds good! And it's going to get even better. I'm planning to provide training for new machines and installation procedures online. So you won't have to come here for that any more. If any questions come up, you can set up a Live Chat. If you're busy, you can watch the recorded training session later, e.g. on an aeroplane. And you will have saved even more time!»

Martin is extremely pleased with «his» UCC solution. Yves and the other assembly technicians now spend, on average, 25% more time with customers and they are noticeably more satisfied and motivated. He has met the company directors' ambitious productivity targets. New employees can be quickly brought up to speed using recorded training sessions.



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The customer support and sales teams are grateful to Martin because the new systems make their work easier: talking to customers who need support and negotiating customer contracts have become much simpler.