



“Nothing works here if our communication resources aren’t functioning. We no longer want to be responsible for this risk.”

Walter Bütikofer
IT Team Leader, spirella

spirella: Unified Communications & Collaboration (UCC)

UCC – so that no information is lost.

With its products and creative ideas, spirella is synonymous for comfort in bathrooms. With a UCC solution from Swisscom, the company now communicates smoothly and efficiently.

The challenge:
preventing communication bottlenecks.

For more than 50 years now, spirella has been making bathrooms more beautiful in Switzerland and abroad. Style, a great design and the combination of functionality and aesthetics characterise its range. Smooth-running communication between the some 150 employees is extremely important, explained Walter Bütikofer, IT Team Leader: “Both within the headquarters and to our branch offices and customers, information is flowing at high speed. And due to a hardware change we could no longer make calls via PC – that was tedious! We were also worried about the risk of our e-mail platform crashing, and we wanted to pass on this risk. What’s more, our existing telephony system needed replacing. All of which was reason enough for taking action!”

The solution:
use all channels with ease.

Microsoft Managed Communications & Collaboration (MCC) from Swisscom provides a common platform for all demands. The solution simplifies communication and cooperation: Now our employees can make

calls with a simple click and the headset via PC. The Exchange platform for e-mail traffic is managed by Swisscom, telephone conferences can be organised and realised simply, and the Chat function is perfect for dealing with quick requests. Walter Bütikofer also discovered that “the presence status is also very helpful, as it helps us to avoid idle times. And Desktop Sharing enables us to support our IT users efficiently. We get UCC as a Managed Service for a monthly fixed price per user, which also makes budget planning easier.”

The result:
information flows more securely and in a more targeted manner.

Has the introduction of UCC required a “culture change”? “Not really”, according to Walter Bütikofer, “we are simply working a bit differently. Most of the employees think the new tools are good; they received training in groups from Swisscom. And from us they receive practical assistance. All in all we are very happy with UCC – and convinced that we have chosen the right partner: Swisscom has a good reputation, is the market leader and has proven to be very reliable. UCC is a sure thing with Swisscom!”

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



Swisscom (Switzerland) Ltd
Enterprise Customers, P.O. Box, CH-3050 Berne, tel. 0800 800 900, www.swisscom.ch/enterprise