

Corporate Business

Simplify solutions.

New prospects
for your company.



swisscom

Simply excellent support – our range of services.

Consulting

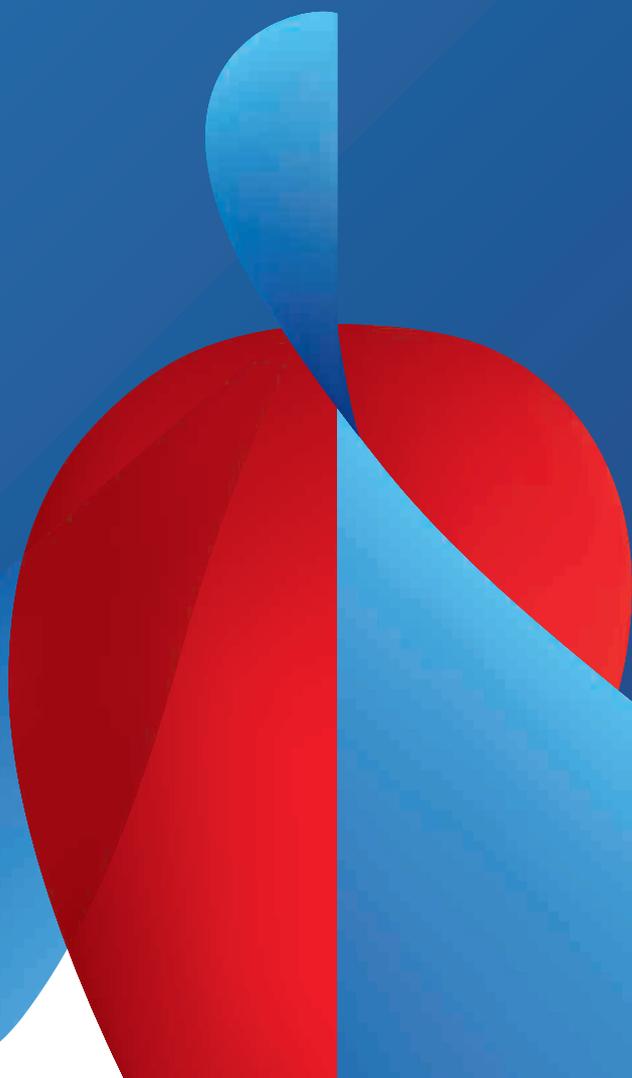
Welcome to the thought factory, where Swisscom develops flexible solutions and strategies to sustainably optimise your business processes and ICT.

Implementation

Swisscom will precisely implement your projects – supporting you in the process with coaching, continuous quality assurance, and extensive cost and deadline monitoring.

Maintenance & Operations

Swisscom will take care of operation and support for your ICT, providing you with the ideal optimisation tools.



The future of your ICT begins today.

Wouldn't it be practical if someone were to simply come up with the perfect recipe to make your ICT a success? And if you could rely on an experienced and competent partner to implement it? Swisscom can make this dream a reality by providing you with an end-to-end ICT solution tailored to suit your business model – complete with guaranteed future compatibility.

Lower costs in the future.

«How can I cut ICT costs without having to forfeit quality?» Process automation, virtualisation and extensive integration steps are just a few of many ways in which you can optimise your ICT in the long term. Thanks to our wealth of experience, we can choose the right method for you. Last but not least, we can also provide attractive outsourcing offers if required.

Increased business in the future.

«What can our ICT contribute towards generating more business?» Team up with us and uncover new opportunities for your company. Using our solutions, you will be able to align your offerings even more closely with the needs of your customers, simplify your interaction processes and reduce response times. We'd be delighted to show you how you can tap new potential.

The future is transparent and flexible.

«Is transparent ICT not just a pipe dream?» Let us convince you of the opposite, for example by standardising your ICT components or clearly presenting ICT costs. Thanks to our services, you can also enjoy maximum flexibility, for instance if you need to adapt your processes to new regulatory requirements or if you want to record customer data more precisely.

A secure future for your company.

«Will our working methods still be up to date in five years?» We will regularly pinpoint ICT trends and developments for your company. Every solution that we offer you will be future-oriented, therefore protecting your investments and enabling your company to continue to act with speed, confidence and success.

You want to increase value creation and be able to respond quickly to market changes. To enable you to reach these goals, we will develop an ICT strategy, complete with suitable solutions, that combines our ICT expertise with industry know-how.



Fuel for your growth.

Benefit from our expertise.

How can your company master challenges such as those posed by globalisation, intensified competition and new technologies? As the leading Swiss ICT partner, Swisscom has the right expertise to meet these challenges as well as tried and tested solutions. We will develop business and technology strategies together with you and aid you in implementing them.

ICT strategy – it's worth looking ahead.

Bearing in mind that a solution cannot be developed without a strategy, we'll analyse your goals and requirements regarding business communication, IT, CRM, security and processes, and use the results to derive comprehensive procedure scenarios and strategies.

Innovation management – be ahead of the times.

What innovations will the future bring? And how can your company benefit from them? Swisscom can provide you with key navigation aids, enabling you to set sail towards successful new business models and define future processes and ICT solutions today.

Optimising customer interaction – strengthen ties.

Provide your customers with even more effective support. We'll pinpoint ways in which you can efficiently increase customer satisfaction and thus strengthen ties between them and your company. In addition, we will establish new up-selling and cross-selling potential for you and help you gain an all-round view of customers.

Business process management – increase performance with ICT.

Optimise your business processes – and become more competitive. We'd be delighted to put your business processes to the test and suggest ways in which you can make both technological and organisation improvements – for instance by mobilising business processes or maximising the benefits of electronic purchasing.

ICT security – building on firm ground.

Your ICT infrastructure and operating processes are subject to numerous threats. Our precise risk analysis and extensive consulting services lay the foundations for achieving all-round ICT security.

ICT architecture & technology – lay the ideal foundations.

Would you like to get your ICT in shape for future challenges? We have the ideal recipe for making your ICT architecture more flexible, more scalable, more secure and easier to operate. On top of this, we can recommend new technologies that will increase your company's room to manoeuvre.

ICT organisation and processes – increase efficiency.

With regard to ICT and security infrastructure, as well as support, delivery and governance processes, we will pinpoint optimisation potential for you and suggest specific measures for increasing efficiency and effectiveness – at both a technical and an organisational level.

More time for your core business.

Smooth activation – implementation and training.

«Can we continue working without interruption during the changeover to the new solution?» Our teams of specialists will install and integrate the selected solutions with utmost care. They pay particular attention to maintaining operation and plan project implementation work in such a way as to avoid any detrimental effects. Moreover, should any problems occur nevertheless, you can reach your Swisscom contacts around the clock – they guarantee you complete dedication and efficient troubleshooting.

We are well aware that the effectiveness of our communication solutions depends on the expertise of your employees who use them each day. Our trainers therefore offer you professional training, so that you can make optimum use of new functions right from day one.

Simplicity pays off – Maintenance & Operations.

«We need to be able to rely on our ICT running smoothly.» Swisscom will provide you with precisely the maintenance package that you need for reliable, fault-free ICT operation. We will take care of constantly monitoring your infrastructure, automatically instigate fault rectification measures and support your employees. As a reliable partner, Swisscom can take care of individual service modules or even your entire ICT system. Our specialists will work 24 hours a day, 7 days a week throughout Switzerland to maximise the availability of your ICT.

Alongside material advantages, simplicity, round-the-clock availability and system monitoring, our managed services also have potential for the future. Thanks to their broad specialist knowledge and vast experience, your Swisscom partners are able to constantly discover new optimisation potential.

You want to smoothly integrate your new ICT solution into your company, and get as much out of it as possible. We can provide you with competent support both during implementation and throughout the system's life cycle, therefore enabling you to completely focus on your core business.





Welcome to the right partner.

As a prime contractor, Swisscom can offer you complete solutions from a single source: planning, procurement, installation, configuration and commissioning, plus maintenance and operation of phone systems and complex networks.

The technology we use is always state of the art – giving you a long-term return on your investment. It's up to you to determine your level of involvement: For instance, you can either perform tasks yourself or delegate them to us, either buy or lease infrastructure, and define costs as being either one-off or recurring.

The largest, most dense service organisation in Switzerland is available to you around the clock. Wherever you are – we're always nearby. Our motivated employees understand your needs, and devote themselves each day to providing you with top quality and excellent service.

How to reach us.

General hotline

Tel. 0800 800 900 (Mon–Fri, 7.30 a.m. to 5.30 p.m.), fax 0800 800 905,
from abroad: tel. +800 80 800 900

Technical hotline (for faults)

Tel. 0800 724 724 (available around the clock), fax 0800 724 725

Mobile telephony hotline

Tel. 0800 88 99 11 (available around the clock), from abroad: tel. +41 62 286 12 12

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