

Professional Services

Our experience helps you to grow

Your benefits

- Everything from a single source: you obtain competent support in making decisions, from developing the right strategy through to choosing the appropriate technology
- All-round service: your organisation and existing processes are incorporated into the technology concept
- Tailor-made: you receive an individual solution tailored to your business model
- Economical: we carry out cost-benefit analyses for assessing various ICT solutions, and develop an optimisation plan for the redevelopment of your ICT landscape that is perfectly suited to your processes and organisation
- Innovative: you gain access to specialised knowledge concerning future developments in information and communication technology, to ensure that the decisions you make for the future are the right ones
- Comprehensive information: you receive the latest news on innovations and trends in ICT
- Long-term return on investment: your cost-benefit ratio is optimised, thanks to the right ICT infrastructure
- Competent partner: we offer you comprehensive knowledge coupled with many years of experience. We take care of developing, implementing and operating the solutions

What you need

You want to know where you stand in terms of the technology and costs involved in your communications systems, and if action needs to be taken. You're looking for an integrated strategy for your ICT platforms and would like to be able to continually assess their performance on the basis of best practices and benchmarks. You want areas where action can be taken to be highlighted, so that you can optimise your business processes and ICT infrastructure along the entire value chain. Future developments in the area of collaboration and unified communication should also be recognisable. Your aim is to improve communication and interaction with your customers, and to generate

added value for your company. You're looking for a reliable partner to implement and operate the solutions developed who works on schedule, while keeping costs down. You are considering outsourcing your ICT platform, and would like to assess the associated technical and financial consequences.

Our solution

Swisscom Professional Services cover all phases in the lifecycle of your ICT solutions – from consulting to integration, right through to operation. We observe your processes, your organisation and the technology you use as a whole, and develop individual solutions that are tailored to perfectly match your business processes. This provides you with an integral view of your customers, and ensures sustainable, long-term development of your ICT infrastructure. The resulting profound financial and technical insight will support you in making fundamental decisions. You can simply put all other aspects of system integration and operation in the hands of our specialists. What's more, we can offer you all services from one single, competent source throughout the entire project.

Our range of services

Consulting	Current situation and needs analysis
	ICT risk analysis
	Trends and market analysis
	Process and organisation analysis
	Innovation management
	Business continuity planning
	Strategy development
	Assessment of alternatives
	Cost-benefit analysis
	Roadmap and implementation plan
	Solution and operation strategy
	Security concept (policies, guidelines and standards)
	Make-or-buy factors
Integration	Project management
	Coaching
	Proof of concept
	Detailed strategy
	Implementation/migration strategy
	Training strategy
	Quality assurance
Operation	Cost and deadline monitoring
	Operation and support
	Performance optimisation
	Process optimisation
	Cost optimisation
	Audits and assessments
	Benchmarking

The information in this document does not constitute a binding offer. It is subject to revision at any time.



Our range of solutions

What you need

-  To identify and minimise ICT risks
-  To speed up company processes
-  To simply work
-  To simply make calls
-  To simply be networked

Our solutions

-  We provide you with ICT security solutions for protecting digital data and transactions and for aligning ICT processes with business compliance requirements, including PKI, AAA, digital signatures and business continuity management
-  We offer you controlled access to all channels leading both from and to the customer, and improved customer service thanks to the very latest information. The solutions include a multi-channel contact centre, CRM solutions and business process optimisation
-  We make your business processes and communication mobile, both in Switzerland and abroad by means of unified collaboration, BlackBerry and field force management, to name just a few
-  We offer simple, integrated communications solutions that meet your needs and ensure you can be reached at all times, including convergent voice communication offerings for both fixed and mobile networks, video conferencing and video-on-demand
-  We link local networks to one single, companywide communication infrastructure, meaning that you can access all data and applications at any time, no matter where you happen to be, using solutions including LAN end-to-end enabling, virtualisation and zoning