

# Swisscom Engineering

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Specialist support from a Swisscom technical expert

## What Swisscom Engineering offers

- Regular customer meetings
- Assistance with the development of technical concepts and draft plans
- Planning and implementing configuration changes and adjustments
- Compiling and updating documentation
- Planning and carrying out courses and further training
- Ensuring technical representation




## How you benefit

- You get a contact person with dedicated technical expertise relating to your ICT solution and inventory data
- You enjoy professional support and assistance with all decisions concerning the future development of your ICT solution, so you can be sure your future needs will be met
- You benefit from a long-term relationship based on regular and proactive contact via an engineer who is assigned to you by name
- Support times are contractually agreed and therefore guaranteed

A reliable partner to support  
the future development of  
your ICT solution



## From the clarification of requirements to the implementation of a future-oriented in-house cabling system

	What you need	You would like direct contact with a Swisscom engineer with customer specific system expertise You need Swisscom to provide recurring engineering services (working hours)
	Results	We discuss key topics with you concerning technical support and the operation of your data, voice and multimedia communications products (e.g. in customer workshops) We carry out technical representation on your behalf We assist with individual configuration changes and system modifications We draw up technical concepts and documentation for you We offer support with problem management (e.g. with system analyses)
	Our services	Swisscom guarantees the careful selection of its engineers Swisscom carries out the work (wherever possible) according to the pre- agreed deadlines (e.g. every third Thursday of the month) The Swisscom engineer ensures that he is familiar with the customer's system environment, conducts regular meetings with the customer to exchange information and organises an annual meeting on the customer's premises.

