



“Now my landline is always with me, which means I am much more flexible and I don’t have to go back to the office as often.”

Michael Fischer,  
owner of garden design company ARTE verdana GmbH

ARTE verdana

## Timesaving for green fingers.

ARTE verdana GmbH is a dynamic garden design company. Its passionate staff, who offer extraordinary customer service, design, create and maintain their customers’ gardens, giving them pleasure year in, year out.

**The challenge:**  
**to carry out administrative tasks more efficiently**

Administrative work used to be an onerous evening and night-time activity for Michael Fischer. Once the staff had gone home, there was nobody to answer telephone calls in person. No wonder there was never enough time to update the company website, let alone inform customers proactively. A time-saving, innovative solution was required.

**The solution**

Following thorough analysis of its situation, ARTE verdana was advised to opt for a modern, IP-based telephony and Internet combi solution, together with a simple web-based tool for its website. A cloud solution also provides access to documents on the move, as well as additional security.

The new telephony solution offers, among other things, the possibility to use the company landline number away from the office, including via the practical Business Telephony app for mobile phones. Michael Fischer is delighted: “It’s incredible what you can do with it! The team can now communicate easily via teleconference.”

The new HomepageTool impresses with its intuitive menu navigation and a whole host of industry and design templates, making it easy to create a professional website relatively quickly and update it at any time. All pages are automatically optimised for mobile

devices and search engines, which is another weight off the customer’s mind.

The new solutions save a lot of time in terms of administration. ARTE verdana employees can use a tablet to access important information on the move and are therefore able to answer customers’ questions in a professional way. They are able to invest the time they save in assisting customers or their own leisure time.

**The result:**  
**faster processes and new opportunities for customer interaction**

Accessing documents remotely has become an indispensable part of everyday work at ARTE verdana. Thanks to the mobile landline and the website design tool, the company’s employees can now organise their work whenever and wherever they like, giving them greater freedom.

Instead of making a phone call, customers can submit queries via the contact form on the website. They benefit from expert individual advice and advanced services such as SMS pest alerts and fertiliser reminders. Michael Fischer is excited by the new opportunities to increase customer loyalty and the simplicity of the new solution. “Digitisation is no big deal. As long as you know how the main aspects work, it even has a certain entertainment value.”

**Further information at**

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