



Digital transformation fundamentally changes corporate ecosystems and greatly increases the complexity of IT landscapes. This presents more and more companies with growing challenges that can only be overcome with a great deal of expertise. Smart Sourcing remedies this situation and takes over the operation of your IT as it is today – uncomplicated and pragmatic.

Individual IT operation thanks to Smart Sourcing - concentrate on your core business.

What does Smart Sourcing offer?

With the Smart Sourcing service, customers can transfer operational responsibility for all areas of IT to Swisscom. The service is highly customisable and all services are provided on site by Swisscom employees if desired.

Our services not only include the operation of existing IT, but we also help to build new technologies and integrate them into your processes and tools at the right time. Since our operating model is very dynamic and flexible, new technologies can be implemented quickly and support services can be guaranteed.

You benefit from maximum flexibility and the extensive expertise of our IT specialists, who are constantly developing and are trained on the latest solutions.

Your advantages with Smart Sourcing

- The right services with the highest quality at the right time, and if required, on your premises
- Guaranteed operation of your processes, tools and assets
- The experience of the Swisscom crew complements the expertise of your employees
- Specific industry know-how and a broad, established supplier network
- Investment protection for hardware and software, as the existing infrastructure can be used
- Premium support with personal care and advice from a specialist

We ensure a stable foundation of trust between internal and external specialists for day-to-day business within your company.



Facts & figures



Services

Operation portfolio

With the Smart Sourcing portfolio, we offer individual operating services for our business customers.

Delivery model

Smart Sourcing can be purchased in various operating models: from simple support contracts, managed services and professional services to full outsourcing.

Operation model

Our operation model allows flexible adaptation to customer requirements. This means the service can be provided on site at the customer's premises or we can provide a dedicated team. This also allows the optimisation of customer processes and various tools if required.



Technical information

Smart Sourcing user support

In the area of user support, we can provide your employees with optimum support for IT issues through various channels:

- Service desk
- On-site Digital Bar
- Swisscomat
- On-site Swisscom Shop

Smart Sourcing Application Operation

We take responsibility for the operation of your business applications such as

- Application server
- Middleware
- Database

Smart Sourcing Workplace Operation

With Workplace Operation, we support our customers with the operation of end devices for employees:

- End user support
- User administration
- Workplace field support
- Software Packing
- Distribution and update
- Inventory and life-cycle

Smart Sourcing Voice & UCC Operation

We support you with operating services for communication components:

- Voice clients
- Core server
- Media gateway
- Security gateway

Smart Sourcing Cloud Operation

With Cloud Operation, we support you with operations on the public clouds offered by hyperscalers:

- Service delivery management
- Managed workload operation
- Managed tenant operation

Smart Sourcing Data Centre Operation

With the Data Centre Operation IT domain, we operate customer-owned data centres and private clouds:

- Virtualisation
- Storage
- Server
- Server
- Operating system

Smart Sourcing Security Operation

With the Security Operation IT domain, we take over and take responsibility for security infrastructures:

- Firewall
- Antivirus
- Proxy server
- Intrusion detection
- Authentication services

Smart Sourcing Network Operation

With the Network Operation IT domain, Swisscom takes over the operation of customer infrastructure used to provide connectivity services:

- Local Area Network (LAN)
- Wide Area Network (WAN)
- Wireless access points
- Routing/switching
- Software Defined Networking (SDN)
- VPN concentrator
- Load balancer