



isolutions

# Swissgrid

«At Swissgrid, professional and solution-oriented, but at the same time pragmatic cooperation is important to us. Our partner isolutions was able to convince us and proved these values again and again during the project phase and in operation. It was important to us to have a contact center solution based on our requirements as quickly as possible, and isolutions achieved this very well with the integration of Luware Nimbus into our Teams telephony.

Our requirements were understood quickly, when problems arose they reacted quickly and presented solutions and also on a human level it worked very well right from the start. Accordingly, the project was implemented and completed in a short period of time.

We are looking forward to the further years of cooperation.»

Reto Schmid, Head of Service Desk & Onsite Support

Swissgrid is on duty around the clock to ensure that the transmission grid is always stable and secure. Around 650 employees ensure the reliable operation, maintenance and modernization of the Swiss extra-high voltage grid. Swissgrid brings together specialists from a wide range of fields, including engineering and natural sciences, electrical engineering, IT, finance, law and communications. They work together in multidisciplinary teams to actively shape Switzerland's electricity future. Technological innovations, the far-reaching changes in the energy system and real-time events in grid operation are topics that constantly challenge Swissgrid.

**swissgrid**

**With isolutions, Swissgrid is introducing a new workplace with Microsoft Office 365 and Teams Telephony to empower employees. Supplemented with a SaaS-based contact center solution, Swissgrid benefits from high scalability, cost overview and flexibility.**

## Initial situation

With the «Modern Hybrid Workplace» project, Swissgrid has renewed the entire workplace of its employees and rolled out a wide range of Microsoft Office 365 applications. The focus was on improving customer service by introducing a multi-channel contact center solution. In addition to simplified operation for users, automation of special business situations was also crucial.

As a further part of the rollout, the previous enterprise telephony and contact center was replaced by Microsoft Teams Enterprise Voice and a contact center solution integrated with Microsoft Teams.

In order to keep the costs for operation and the effort for both support and know-how development manageable and low, Swissgrid opted for a Software as a Service (SaaS) solution in a Managed Service Model. This managed service model (Contact Center as a Service) provides Swissgrid with the desired flexibility and offers the possibility of co-managed management of the Contact Center services by Swissgrid administrators.

## Solution

In order to be able to implement Swissgrid's specific requirements vis-à-vis enterprise telephony, the application was implemented with Luware Nimbus. Luware Nimbus is a SaaS contact center solution that is fully integrated with Microsoft Teams. Tiered call distribution functionalities (Advanced, Enterprise and Contact Center) and an integration of existing customer applications via Microsoft APIs enable a wide range of solution possibilities. In addition to simple classic call center topics such as transfer and calendar-based call distribution,

dynamic and availability-based call distribution, interactive voice response (IVR) systems and skill-based call distribution (Skill based Routing) were also implemented for Swissgrid.

Special requirements such as situation-dependent announcements and special call forwarding could be realized by simple lists, which can also be changed by users who do not have Nimbus administration knowledge.

# Benefits

- High scalability and flexibility through a SaaS based contact center solution.
- Easier handling of customer requests through integration of Luware Nimbus interfaces with Microsoft Teams.
- Use of Microsoft Teams for telephony.
- Dynamic routing adjustments - even without special configuration knowledge.
- Defined services (MACD) and service level agreement at fixed cost per user (isolutions CaaS Managed Services).
- Continuous service improvement through semi-annual service reviews.
- Innovation workshop is included in the service and part of the service review.
- Secure support by dedicated qualified staff.
- Co-Managed Service: Gives administrators the freedom to perform simple administration tasks themselves. This creates flexibility and independence.

2

weeks for the implementation of  
contact center requirements

8

services implemented in parallel  
alongside telephony migration

30

agents and admins  
trained

# Partner profile

## #weshapethefuture

Founded in the civil defense cellar by three visionaries from the Bernese Oberland, isolutions has been accompanying companies into the digital future since 1999 as the largest dedicated Microsoft one-stop-shop in Switzerland. We integrate Microsoft services in a way, that adds value and has a positive change in the corporate culture.

Supported by over 200 passionate minds consisting of business and technical consultants, change makers as well as software developers, architects and cloud natives, we are driven to peak performance by our customers and their challenges. Together with customers from different industries, we build the bridge to the tech giant Microsoft. All with one goal: To create the best employee and customer experience in order to achieve competitive advantages.

Customers love our inspiring corporate culture, which is contagious. It successfully supports and overcomes organizational or technological challenges. Together with them, we shape the future of teams, products, companies and entire industries.

## Locations

### **Bern**

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### **Zürich**

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### **Basel**

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