

isolutions[®]



swenex

«With isolutions as a competent partner, we were able to implement the telephony teams quickly and efficiently. After only a short introduction, all employees were able to use the application and make calls with the business number even in the home office.»

Jannik Bolinger, Operation Manager

swenex – swiss energy exchange Ltd is the leading independent energy services company in Switzerland for end users in the field of permanent energy management (energy procurement, energy data management and billing) and building solutions (premises/ZEV). It employs over 40 people and is headquartered in Kriens/Lucerne.



A unified telephony solution for swenex.

Initial situation

swenex was already using Office 365 with Teams as a collaboration and internal telephony solution. However, telephone calls with external partners were handled with a separate solution. The entire collaboration environment was to be standardized

and modernized. The goal was also to enable Teams to be used for external telephony as well.

Solution

In cooperation with Swisscom and the existing telephony partner, the first clarifications for the new solution were made. A migration plan was then drawn up together with the customer. The requirements were recorded and the configurations planned. Finally, the team telephony solution was extensively tested in a small pilot group. The project was completed with training courses for the internal

IT of swenex. This enabled the employees to manage the Teams telephony solution themselves in the future. Thanks to Teams telephony solution, swenex now makes uncomplicated calls, even with external partners via Teams.

Benefits

- Unified solution for telephony, meetings and collaboration.
- Cost savings.
- Simplification of work processes for all employees.

>30
user



unified
telephony solution



transparent costs

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

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