



isolutions⁺

Fachhochschule Nordwestschweiz

«The excellent support provided by isolutions during the planning, implementation and evaluation of the user adoption process enabled us to provide optimal customer support, whereby the internal resources could be spared to a large extent.»

Franziskus Schmid, Team Leader Collaboration FHNW

The FHNW is one of the leading universities of applied sciences in Switzerland and is active with its nine universities in teaching, research, and services and employs around 3'000 people. At the innovative educational institution, nearly 10'000 students are currently studying in one of the 29 bachelor's degree programs and nearly 2'000 students are enrolled in one of 18 master's degree programs.



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Today, several tools from different companies are used at the FHNW for telephony, online meetings and chats. As a result, it is not always clear to users which tool should be used for which application. This is also a challenge for the operation and the regulation of responsibilities.

Initial situation

As a result of the new IT communication strategy 2022-2026, the use of Cisco is to be switched to Microsoft Teams in the future. To achieve this goal, the project «Migration Cisco to Microsoft Teams» was launched.

The overarching mission of the project is to replace the Cisco Jabber and Cisco Webex tools with Microsoft Teams.

Solution

The migration of telephony from Cisco Jabber to Microsoft Teams took place step by step. For this purpose, isolutions offered regular training sessions over a period of seven months, from the pilot to the final migration. The training organization via Microsoft Bookings was also handled by isolutions, so that the project team did not incur any expenses regarding the training.

The training offer was expanded by several use cases around the topic of telephony and meetings, which enables the users to learn independently. The training portal, on which the use cases are published, was already created by isolutions in the «Update Inside FHNW» project.

Benefits

- The reduction of tools will make it easier for users to choose the right tool and simplify their everyday work.
- Microsoft Teams and Zoom will fully be supported by the Corporate IT.
- Through the use of Microsoft Teams, after completion of the project, telephony functions are also telephony functions available on mobile devices.
- With the discontinuation of Cisco Webex and telephony licenses, costs can also be reduced.
- Since personal telephones will no longer have to be ordered, maintained and replaced in the future, the financial and personnel expenses will be reduced.

1'900

Cisco deskphones
replaced

50

video conferencing
systems replaced

3'000

employees

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
Schanzenstrasse 4c
3008 Bern

Basel
Güterstrasse 144
4053 Basel

Zurich
The Circle 38
8058 Zürich

Barcelona
Carrer de Trafalgar 6,
2a planta, despacho 28
08010 Barcelona

Contact

isolutions AG
+41 31 560 88 88
info@isolutions.ch
www.isolutions.ch