

isolutions<sup>®</sup>

# V-ZUG

**«Thanks to the new data platform, we can finally analyze information from different sources centrally — and that shortly after project start. isolutions immediately understood our needs and developed a solution that delivered measurable benefits fast.»**

Sascha Merz, Co-Head ICT Business Applications | V-ZUG

For over 100 years, V-ZUG has been producing and selling high-quality, innovative household appliances. The company is Switzerland's market leader and offers a selected range of premium products and outstanding services worldwide. With more than 2,000 employees, V-ZUG operates across multiple international locations.



**V-ZUG wanted to centrally consolidate data from various sources such as SAP, IoT, and CRM to enable faster, data-driven decisions. With the support of isolutions, a flexible platform was built in a short time that automates key analyses, combines reports, and saves several days of manual work each month. The new platform also reduces system load and eliminates redundancies — processing billions of records daily from over seven connected sources.**

## **Initial situation**

V-ZUG, a leading manufacturer of high-quality household appliances, processes data from a wide range of systems in its daily operations — from SAP and Dynamics CRM to IoT streams. To accelerate data-driven decision-making, optimize processes, and lay the foundation for innovative products, the company needed a scalable and modern data platform.

### **Key Challenges:**

- **Integration of heterogeneous data sources:** Combining information from SAP, IoT, Dynamics CRM, and other systems into one central platform.
- **Efficient data preparation and analysis:** Overcoming inconsistent data structures to enable precise and fast evaluations.
- **Sustainable development environment:** Building a flexible platform to support future analytics and data science projects.

After a thorough evaluation phase, V-ZUG chose isolutions as its partner for concept and implementation. The decisive factors were isolutions' long-standing Microsoft expertise, proven project methodology, and a skilled, adaptable team that could perfectly align with V-ZUG's needs.

## **Solution**

From the project start, isolutions provided an experienced Product Owner who, in close collaboration with V-ZUG's newly established Platform Team, guided the platform development within the SAFe framework. To accelerate the project, isolutions strengthened the internal team with targeted Data Engineering and Report Engineering expertise. Thanks to this agile approach, the first dashboards were deployed and supplied with live data within a short period — delivering immediate, visible value to the business.

# Benefits

- **System load reduction:** By moving analytical queries from source systems to the new data platform, SAP HANA database peaks were reduced by around 20%.
- **Holistic analyses:** The integration of multiple data sources in Microsoft Synapse enables combined reports — for example, merging CRM and SAP data on a customer level.
- **Efficiency through automation:** Automating previously manual reporting saves the company several days of work each month.

**2 bil.**

rows processed daily  
in the largest dataset  
(Sales Data)

**7**

systems serve as a data source



Redundant Power BI  
connections and duplicate data  
paths significantly reduced

# 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

**Zürich**  
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