



ii prognosis
for Unified Communications



SWISSCOM CASE STUDY

Usability and Flexibility in a Multi-tenant World



Prognosis deciphers Skype for Business complexity

- INDUSTRY:** Telecommunications
- PROBLEM:** Unable to decipher complex Skype for Business information at a scalable rate.
- CHALLENGE:** Ensure best in class customer experience across UC, prevent customer impacting incidents and provide meaningful reports and dashboards to clients.
- SOLUTION:** Prognosis for UC - Skype for Business

Background

Swisscom is the number one ICT services company in Switzerland. Their service portfolio covers services such as single private customer over small and medium enterprises to enterprise customers.

Swisscom Vision:

'To deliver best in class service to our customers we have a clear focus on the customer experience. Preventing customer impacting incidents is our mission.'

Challenges

Unified communications are central to Swisscom's development. With their unified communication & collaboration products Swisscom manage over 3,400 sites on behalf of their customers. The best customer experience is a key success factor for their customers and therefore for them too.

An increasing number of clients are adopting Skype for Business and since it is a complex service the

tenant's complexity was growing at an accelerated rate.

"There is a lot of information but the usability was a challenge."

Swisscom needed to ensure best in class customer experience across all unified communications regardless of the vendor. They had to prevent incidents before they became customer impacting and were required to provide meaningful reports and dashboards to clients.

Solution

Swisscom had previous experience with Prognosis in a special outsourcing case and decided to use Prognosis for Unified Communications (UC) across their Skype for Business and Cisco environments in all regions.

Benefits

1. Usability

Troubleshooting Skype for Business was easy with Prognosis. The user-friendly interface and customizable dashboards and reports which can be shared with clients made Prognosis stand out from the crowd.

2. Multi-tenant

With over 3,400 customer sites to be managed the multi-tenancy functionality Prognosis delivered, met all requirements.

3. Multi-vendor

Swisscom manages Skype for Business and Cisco services for their customers. They needed a solution that could be used in more than one UC solution. If Swisscom wanted to introduce new vendors in the future they know Prognosis has a long-term added value and can cater for their needs.

4. License Model

IR has a provider ready licensing model in place which was easy to understand and communicate across various stakeholders.

5. Strong Relationship

Being familiar with the IR and the solution meant Swisscom had the know-how to hit the ground running and a trusted relationship to continue their journey at pace.

"With the usage of Prognosis for our UC solution we are able to do a better job for our customers."

Burkhard Merten
ICT Business Architect
Infrastructure and Service
Event-Management
Swisscom

6. Ease of Deployment

From their previous experience of Prognosis they knew deployment would be easy and this took away the pain from implementing a new system.

For more information visit ir.com



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