



Better safe...



... and never sorry. The old saying could certainly be adapted along those lines. We should know – perhaps from our own experience: after all, things can always go wrong. A breakdown, an accident or some other mishap, and suddenly our entire mobility is curtailed. As any child knows, all you have to do in such cases is call for assistance. To illustrate the technology that's needed to make sure things really do work, we'd like to feature the example of Swiss DLC AG.

A sense of security is knowing that you have not been abandoned

You don't have to conjure up dramatic images of being stuck alone on a motorway at night in drifting snow with a faulty engine to convey the sense of how lost we feel when our mobility is restricted, i.e. when we have a breakdown or an accident. That's when it's good to have a contact partner who acts swiftly. Swiss DLC AG is such a partner, someone who either gets the car going again or



makes sure we can continue with our onward journey. The same sort of thing applies to our Home Care sector – regardless of whether it's an emergency measure or an ordinary repair. Such services are even more important where individual people are involved and assistance is needed during the finest days of the year. Here, too, the Swiss DLC AG operations centre co-ordinates the assistance, organises rescue assignments or takes care of the repatriation.

Service environments ...

With its comprehensive Life Assistance concept Swiss DLC AG provides relief and handles time issues. Problems are simply delegated; all it takes is a call. A simple call for us – for Swiss DLC AG a genuine challenge; indeed, co-ordinating all kinds of different services demands not only a high level of availability and reliability but also an intelligent use of resources so that service processes can be triggered effectively in the background to ensure that assistance is available in the shortest possible time. "We want to give our customers a sense of security, the feeling that they are not

alone with their problems – regardless of where they happen to be," emphasises Daniel Graf, Managing Director of Swiss DLC AG, adding: "When one of our customers experiences a problem, any delay becomes intolerable." CEO Andreas Buhl, the innovative and visionary head of Swiss DLC AG, likes to consider the broader picture: "Our customers, i.e. insurance companies, importers, leasing companies and health insurance funds, want to be able to stand out. And that means we need to be able to offer solutions that are cost-optimised and process-orientated."

... with technology at its core

In any case the technical solution plays a key and vital role. And telephony is at the very core of this business. Responding swiftly to a call is one thing; immediately assigning the job to the service providers to deal with the problem is something quite different.

Here customer data needs to be available quickly; it needs to be of a high quality so the assignment can be carefully planned and executed. "When a business is as technology-

intensive as ours, choosing the partner is crucial," remarks Daniel Graf before going on to explain the exceptional circumstances which led not only to a new installation but also to T&N as the new solution partner. "We'd been planning to replace our existing telephony system anyway. What's more, we were on the verge of taking over a prospect with special technical requirements, and the pressure of deadlines was enormous. The question we were asking ourselves is: Would we find a supplier who is prepared to carry that pressure, too?" So Swiss DLC AG proceeded to draw up an Excel sheet full of requirements as a shortlist with killer criteria and to send it out to selected companies. Very quickly T&N began to emerge as an interested and competent industry specialist with a great deal of process know-how. As Daniel Graf recalls: "Those guys really knew their stuff; they were on the ball and flexible – the concept presentation was held the day before Christmas, and it made unmistakably clear that given our situation we would be given absolute priority."

Change Management

Once the outline conditions had eased a little, the planned solution was implemented in an orderly fashion at the start of the year; there was even a little more time to tweak certain aspects of the project. No changes had to be made to the decisions that were taken under extreme pressure. By contrast more time could be taken for the Change Management for those employees who would have to work with the new solution. The switch from a traditional telephony solution to a VoIP solution in the critical period leading up to the summer holidays had to be carefully planned and supported. Here again T&N's trademark experience from countless other projects came into its own. "What finally tipped the balance was the partner's presence during the critical restart phase. Good on-site backup conveys the sense that in fact nothing can go wrong," says Daniel Graf, recalling the smooth switchover during the early morning hours of early summer. Meanwhile the solution has been tried and tested in practice and supports Swiss DLC AG in implementing its service philosophy, which also applies well to the work carried out by T&N: providing customers with a continuous, qualitatively faultless service.

Swiss DLC AG

- Company with a single company location
- Assistance Centre with 24 / 7 coverage time
- 30 employees
- 23 officers in charge
- 210,000 incoming calls a year

Service and project scope:

- Redundant AVAYA VoIP system with 99.99% availability
- 1 x AVAYA Media Server S8720 / redundant
- 23 x contact centre workstations with handphones and IP-Agent PC support
- 1 x call centre supervisor workstation
- AVAYA Call Center Elite
- AVAYACMS server for call centre statistics
- Witness/Verint server for voice recording
- CTI server for PC support (PC dialling, etc.)
- Uninterrupted power supply for the telephone switchboard
- GSM gateway for low-cost mobile phone calls > not implemented / purchased!

Benefits for Swiss DLC AG:

- High-availability telephony solution
- Improved customer reception through optimum process integration
- Level of availability requested by our end customers achieved in full
- Simple management of the telephony solution
- Maximum flexibility based on modular structure of the solution
- Expandability guaranteed at any time
- Update capability guaranteed at any time
- Optimum service support from T&N
 - Short response times maintained
 - Short intervention times maintained
 - Competent, knowledgeable contacts to hand

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