

How KUONI uses Sunrise infrastructure.

How Swiss travel agent Kuoni is working with Sunrise to respond to challenging advancements and transformations in the travel industry in order to continue to represent highly competent customer service thanks to the latest technologies.

« When somebody books a vacation, they want things to go smoothly. With Sunrise, we have found a partner who moves with the times and is ready to keep up with us. Sunrise impressed us with their reliability, innovative solutions, and excellent project management infrastructure. We were already viewing Sunrise favorably during our initial evaluation meetings thanks to their professionalism and warm, personable approach. And they're a good fit in terms of value for money, too. »

Antonio Angelino, Head of IT Operations

Customer benefits

- Seamless communication between 80 stores in Switzerland and 15 countries company-wide, via the multi-award winning Sunrise mobile network
- Interference-free reception and excellent reachability for Kuoni's customers
- Crystal-clear voice and data transmission, even in remote areas, thanks to the multi-award winning Sunrise network
- Flexible and customer-oriented solutions in an ever-changing environment
- Straightforward and direct support thanks to personal points of contact at Sunrise 24/7

Requirements

Advancement through tradition

Kuoni was founded in Zurich in 1906 and has been part of **DER Touristik Swiss AG since 2015, the market leader in the Swiss travel industry.** The Kuoni brand is known throughout Switzerland for its **top quality and expert advice.** Kuoni wants these standards reflected by the new provider of its **internal and customer-related external communications.** Kuoni is considered a **premium brand** and enjoys an **excellent reputation** in Switzerland. Whilst online booking platforms have less of a customer support function and are largely lacking in terms of personal customer contact, Kuoni wants to maintain the high regard in which it is held by people in Switzerland - without having to forgo the latest developments in the travel industry. Instead, Kuoni wants to consciously harness them. To deal with these challenges, Kuoni began looking for a **telecommunications partner** with the ability to **respond as quickly and as flexibly as possible to changing requirements.** **Reachability** played an important role, **both for the different locations and for the customers.** As such, a top-quality communications solution was sought to provide **secure and seamless connectivity on both mobile and landline networks.**

Solution

Into the future with the market leader

In Sunrise, Kuoni has found a partner that will go the extra mile to ensure their client remains a market leader in the Swiss travel industry, thanks to its **multi-award winning network with excellent coverage**. To continue to live up to this standard in the future, all **80 locations must be reliably connected and easy to reach, and communication must be absolutely seamless**.

Customer-oriented and innovative

Customers expect **competent customer support from Kuoni**, even in the age of online booking. After careful evaluation, Kuoni chose Sunrise as the new provider for its **mobile and landline network**. Porting to Sunrise from the previous telecommunications provider took place seamlessly in June 2019, due to the **excellent and innovative collaboration**.

Expandable and needs-based communications solutions

The customer chose the **landline solution 2* 120 channels (redundant SIP trunk) and 125 mobile business subscriptions**. Value for money and the related cost savings also played an important role in Kuoni's decision to opt for Sunrise. **All Sunrise solutions are expandable** and designed to address the challenges faced by the travel industry.

And what can we do for you? No matter how big or small your company is - you can always rely on Sunrise as a skilled and valuable partner that is able to provide you with the right products and services at all times. Set up a personal appointment with us so that we can get to know more about your needs and work with you to put together a customized quote. We look forward to hearing from you.

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