

Sunrise for Basler Versicherungen.

How Basler Versicherungen is well-equipped for the future with an intelligent and user-friendly DECT solution from Sunrise.

Customer

Basler Versicherungen is one of the leading Swiss providers of integrated solutions for insurance, retirement savings, and wealth creation for private customers and companies. Basler has about 3500 employees with about 1000 of them in the sales organization. The company's classic life and non-life insurance products are complemented by the products and services offered by their subsidiary Bâloise Bank SoBa AG. In addition to direct and personal support provided by customer advisors and financial specialists for insurance and banking, the Basler Versicherungen Internet platform also offers direct access to all important areas of a comprehensive portfolio of financial services.

Requirements

The company needed a concept for the future: A modular and customized system to allow Basler Versicherungen to integrate future requirements in the areas of alerts and intervention, and a single smart terminal device for voice and alert services to attain a high level of acceptance and user satisfaction. That is the basis of any successful implementation, as team members are every project's most important asset.

Solution

DECT solution

Sunrise was awarded the contract for this ambitious project because of our comprehensive concept that includes a DECT solution on top of the existing voice network across locations. Since we implemented the GAP+ Standard firmware, employees benefit from the key performance characteristics of the Alcatel OmniPCX Enterprise server. A web application allows the dispatch center to see on a three-dimensional bar graph where an event has taken place and to respond immediately.

Alert system for information processing

Implementation of the Mobicall alarm management system by New Voice as the central information processing node. It assesses all relevant information provided by DECT terminals, generates a link to the web application with the information from the database, and compiles seamless statistical data.

Customer benefits

- Development of a new system on the basis of an existing solution
- Transparent adaptability to future technologies
- Mid- and long-term decrease in operating costs thanks to a centralized phone system

However large or small your company is, you have a competent partner in Sunrise, where you can always find the right products and services for your needs. **We'd like to invite you to schedule a personal meeting with us so that we can learn more about your needs and provide you with a customized offer.** We look forward to hearing from you.

Sunrise Communications AG

Business Customers

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