



Die Gewerkschaft.  
Le Syndicat.  
Il Sindacato.

## Here's how Unia benefits from simple and efficient practices thanks to Sunrise's Unlimited Mobile Workplace.

In 2004, the merger of cross-industry trade unions in Unia gave rise to Switzerland's strongest trade union and the country's largest unemployment insurance fund. Unia is affiliated with the Swiss Trade Union Federation (SGB), with involvement in numerous social and political initiatives. It represents the interests of more than 200,000 employees, arranges progressive collective labor agreements, champions employee rights, offers legal protection and provides many other services. The Unlimited Mobile Workplace; the combination of mobile, connectivity and Work Smart, allows for easy, modern and efficient liaison at Unia in complex areas and structures.

« **200,000 members and affiliated employees, 1200 employees in 13 regions, 43 branches, across 111 local sites. These figures alone reflect the need for simple yet carefully coordinated communication. Sunrise immediately impressed us with their Unlimited Mobile Workplace. The fact that only 10 months were required to execute the project from start to finish further proves how smoothly this partnership is going. This is our ideal form of communication on an equal footing - something that we would like to see more of in our negotiations of collective labor agreements ...** »

Daniel Bühler, Head of Services Unia

### Customer benefits

- Communications solutions from one provider, around the clock, seven days a week
- Personal contact to handle queries as well as provide immediate repair solutions to any issues
- Reducing costs thanks to the use of cloud-based solutions
- A secure, modern and simple self-service platform

### Requirements

Simple communication solutions are indispensable for the complex company structure typical of trade unions with their numerous clients and members, their branches spread nationwide as well as their thousands of employees. Unia's various specialized departments should be able to fulfill the needs of their clients and members as independently and quickly as possible, while also liaising with other departments to achieve their ends.

Therefore, Unia was looking for a new business partner who could elaborate a future-oriented plan to create secure and device-free communication and collaboration solutions. The major challenge was to find a solution that would be easy for staff to use, combine the various communication and collaboration tools, and maximize availability, productivity and cooperation among all members, branches and teams spread across the country. As part of an evaluation, we checked which providers could deliver a suitable all-in-one solution to Unia.

## Solution

Sunrise analyzed Unia's requirements during the very first meeting, and we have been highly sympathetic to our clients' specific needs. After in-depth consultations and a reference visit to Swiss Post, during which the proposed solutions were presented live, Unia was convinced that Sunrise was just the right partner.

In addition to Unia's original goal to modernize its communication and collaboration infrastructure (UCC solution), Sunrise also offered the Unlimited Mobile Workplace as a complete solution. This consists of Microsoft Skype for Business, Competella (a call center operations solution), a landline connection (redundant SIP trunk), as well as 738 mobile subscriptions for a mobile working experience with additional SIM cards for location-independent connectivity of their devices.

Unia particularly cherished our quick help and straightforward **assistance in finding solutions** as well as our reliable **practical support**. The costly phone system was replaced with **Microsoft Skype for Business**, thereby allowing Unia staff to work from any location.



## Unlimited Mobile Workplace



Work Smart



Mobile



Connectivity

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**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.

### Sunrise Communications AG

#### Business Customers

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