

## Swiss companies rate Swisscom best ICT service provider

**According to “Swiss IT 2011”, a representative study conducted annually by the market research company International Data Corporation (IDC) in conjunction with the trade publication *Computerworld*, Swisscom is ranked Switzerland's best IT service provider by Swiss companies. Over 600 Swiss firms evaluated the expertise of the country's leading IT service providers with respect to price, quality and reliability as well as service, innovation and specialist or process-related know-how. Swisscom came out top in all areas.**

The last few years have seen an enormous increase in complexity in the field of ICT, coupled with ever-mounting pressure on costs. Swiss companies increasingly look for affordable ICT solutions that also enable them to keep pace with the latest technologies. That Swisscom stands out in the highly competitive Swiss ICT market as the best service provider shows that the company with its comprehensive ICT portfolio, from networking and telephony solutions to IT infrastructure operation and workplace and SAP solutions, clearly meets the needs of the market. “This is a huge vote of confidence and an extremely motivating confirmation of the hard work that our employees put in every day in the interests of our customers,” says a delighted Eros Fregonas, CEO of Swisscom IT Services and member of the Swisscom Group Executive Board. The results of the study are proof that Swisscom's recent strategy focusing on service, quality and customer proximity was the right course to take.

### **On an equal footing with customers**

Swisscom knows from experience what its customers want. Besides being the biggest SAP user in the country, Swisscom was also the first company to roll out “Unified Communications and Collaboration” (UCC) throughout Switzerland. “Key factors are the ability to offer one-stop solutions and a nationwide presence – unique for an ICT service provider in Switzerland,” says Fregonas, commenting on the study's results.

Swisscom is not content, however, to rest on its laurels. The company intends to further expand its innovative capability and product portfolio in the field of cloud computing, strengthen its process and business expertise and achieve more attractive prices through further economies of scale. For Eros Fregonas one thing is clear: “We will continue to work hard so that our customers feel that they are in safe hands at all times and can focus on what they do best: their core business.”

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### **About “Swiss IT 2011”**

The “Swiss IT 2011” study is conducted once a year by IDC, a leading provider of market information, consulting services and events in the field of ICT, and the leading trade publication *Computerworld*. The study surveyed IT decision-makers from around 650 companies in Switzerland with over 50 employees, on topics such as budget issues and innovation in the IT segment. In addition to the survey findings, the study



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provides robust market data on the Swiss IT market, including individual IT segments and key sectors of the Swiss economy. For further information, please contact Norman-René Schwalme of IDC Central Europe at [nschwalme@idc.com](mailto:nschwalme@idc.com).