



Medicall: Rapid assistance thanks to Managed Services from Swisscom

As a provider of emergency services, Medicall must be perfectly organised round the clock. With Managed Communications & Collaboration (MCC) from Swisscom, the Medicall emergency call centre handles enquiries faster and in a more targeted manner without having to worry about maintaining the system itself. This saves the company time and money while also increasing the security standard.

The 65 employees of Swiss assistance service provider Medicall AG in Brüttisellen are available 24 hours a day, seven days a week to provide assistance in medical, technical and personal emergencies around the world. The call centre handles more than half a million calls every year. Medicall also deals with almost three million technical messages from emergency call devices. In order to be able to cope with this enormous demand for information, Medicall had a new communications solution designed which was then implemented by Swisscom and Luware AG. Medicall now uses a managed communications infrastructure which is based entirely on Microsoft Lync servers and Luware's Lean Unified Customer Service (LUCS) and thus operates fully without the need for conventional telephones.

Redundant system guarantees maximum availability

All calls, e-mails and instant messages now reach the agent via a single contact centre application. The presence function enables incoming calls to be routed directly to the responsible, available expert, meaning that customers reach the right contact partner faster. Medicall expects faster routing of calls alone to reduce the time expenditure by up to 180 employee hours per year. Another key aspect of the solution is a highly available and redundantly designed voice recording application which can be used to archive the calls for quality control and for legal purposes.

The decision to purchase Microsoft Lync, including the gateways, as a managed service means that Medicall has no outlay on developing know-how for administration and maintenance. "Swisscom's managed service ensures that the infrastructure is kept up to date and also guarantees that if one of



swisscom

Press Release

the two redundant systems fails, it is restored within the hour”, says Oliver Wagner, Deputy CEO of Medcall. “The chances of the entire system failing and the service therefore being unavailable are virtually zero.”

Further information on Managed Services from Swisscom: www.swisscom.ch/managed-services

Berne, 30 June 2011 / 10:00