

Swisscom honours best suppliers

Yesterday Swisscom presented its second Swisscom Supplier Awards. These awards recognise the best among more than 6,000 suppliers in the categories of innovation, cooperation and sustainability. ec4u expert consulting ag, FuturLAB AG and Cisco Systems (Switzerland) Ltd each received an award.

Swisscom has over 6,000 suppliers and every year places orders worth more than CHF 3 billion, making it an important customer in Switzerland. As a responsible customer, Swisscom values dialogue with suppliers and a joint approach to planning for the future. Internal procurement is also geared towards these principles. Sustainability, responsible use of resources and innovative solutions are gaining in importance all the time and are also a crucial factor affecting how Swisscom selects suppliers. The Swisscom Supplier Awards distinguish the best supplier success stories in three different categories. The jury was made up of scientists and internal specialists.

The winner in the innovation category is FutureLAB AG. Between 20 and 30% of all technical enquiries to Swisscom relate to setting up e-mail clients. The “DynaMAN” customer care tool from FutureLAB AG leads customers through an automated, personalised system to help them set up their e-mail program and take the strain off Swisscom Customer Care.

The supplier award for sustainability went to Cisco Systems (Switzerland) Ltd with its new product SmartSecureLiving. This allows people to optimise their electricity and heating consumption at home, provides monitoring and safety functions and helps older people maintain their independence.

ec4u expert consulting ag is the winner in the cooperation category. This company had the responsibility of implementing the Customer Relationship Management system at Swisscom. Close and constructive collaboration ensured successful implementation of this extensive and complex CRM project.

For further information and photos, visit:

www.swisscom.ch/supplierawards

Berne, 30 March 2012