



Customer Stories





Industry

Financial Services



Size

6700 employees worldwide

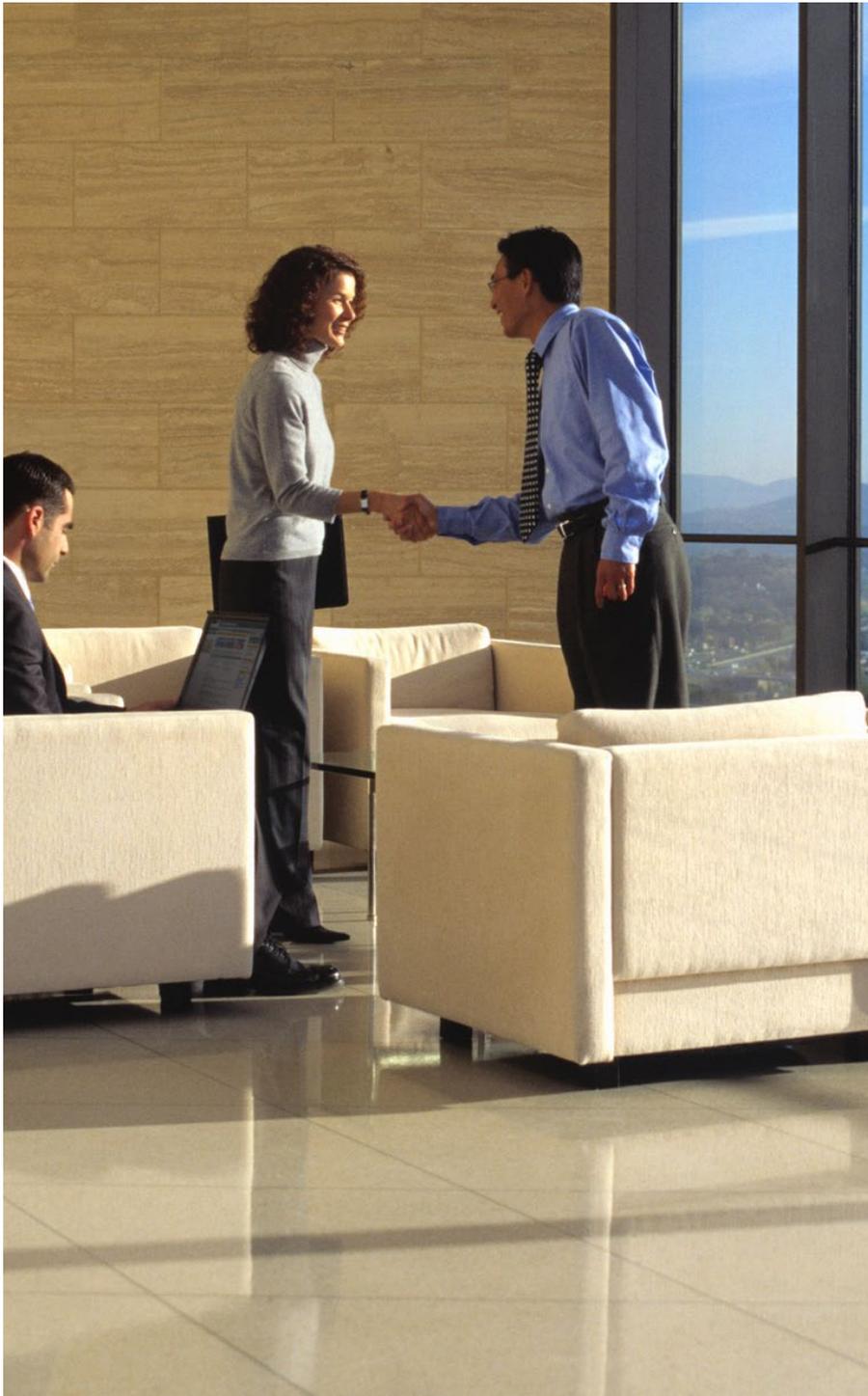


Location

Switzerland, with global operations



Helvetia



Showing how a long-established business can be innovative

Once traditional and reserved, insurers today have to deliver outstanding customer care—faster, cheaper, and better than ever before—while seeking innovation at every turn.

For Helvetia, this journey began over a decade ago, when it standardized on Cisco® networking and Cisco Unified Communications. The two companies have been working together ever since, with Helvetia always willing to try the latest generation of Cisco products.



Forward-thinking and Pioneering

Constantly pushing new boundaries

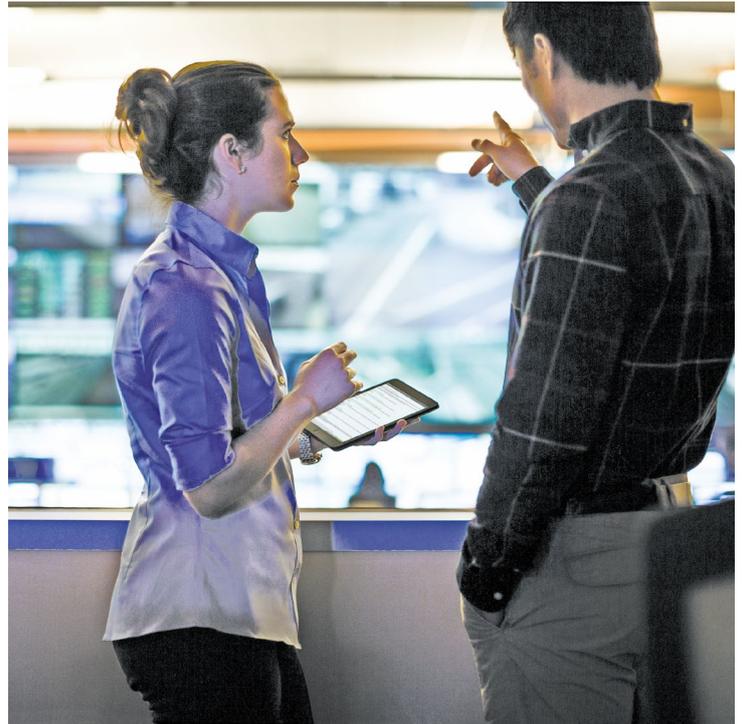
The relationship developed into a true partnership between Helvetia and Cisco, built on trust, understanding of business challenges, and shaping products based on user experience.

Helvetia is also a founding member of the Cisco Collaboration User group, which meets frequently to exchange ideas on the latest roadmap and adoption of new technologies.

Now, the company's 2020 strategy focuses on digitizing the business to make it even more valuable and accessible to its stakeholders.

"We're making collaboration simple," says Markus Gemperle, CEO Europe, and interim Head of IT. *"Now, communication won't break down when our people leave the office or reach out to customers, partners or suppliers."*

True mobility with remote access to communications from anywhere became a very important aspect.

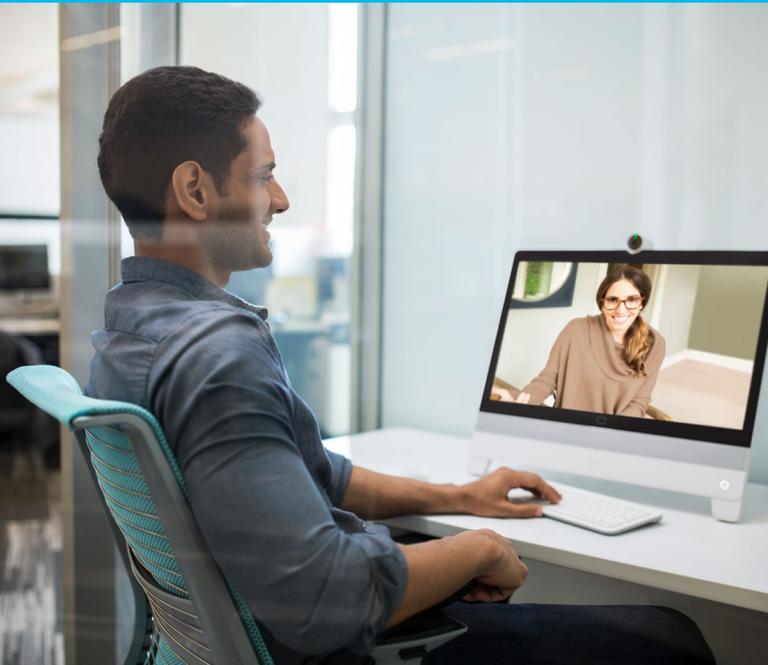


Solution

- Optimizing insurance operations with superior Cisco® networking
- Raising productivity by applying Cisco Video and Collaboration solutions
- Enhancing the customer experience through Cisco Unified Contact Center Enterprise



Fueling International Growth



Seeing the person you're speaking with fosters communication and understanding. And we can do business more efficiently, saving travel cost and time.

Patrick Scherrer
Head of Strategy and M&A
Helvetia

Reduced travel, improving staff productivity and worklife balance

Hanspeter Gasner, systems engineer, says: *"Cisco unified communications is plug-and-play so it's very easy to integrate new sites. We're able to manage pan-European projects and open offices very quickly without using lots of resources."*

Unified communications offers simple and secure video access in a variety of ways, from any location on any device. People can choose from more than sixty Cisco TelePresence rooms and 120 personal video endpoints. Or join a video call using Cisco WebEx or Jabber.

"Video feels more personal, making it easier to build trust," adds Gasner. "Employees travel less, so they have a better work life balance, while the business saves time and expense."

Results so far include using the Cisco platform's agility as a springboard to expand into Asia and Latin America. It's also helping specialty insurance markets like marine transport and art to drive revenue growth from non-life sales. Using Cisco Expressway and its remote device registration capabilities helped save costs significantly on WAN bandwidth by leveraging cost-effective Internet connectivity. This also allowed the company to introduce video into locations where WAN costs would have been prohibitive.



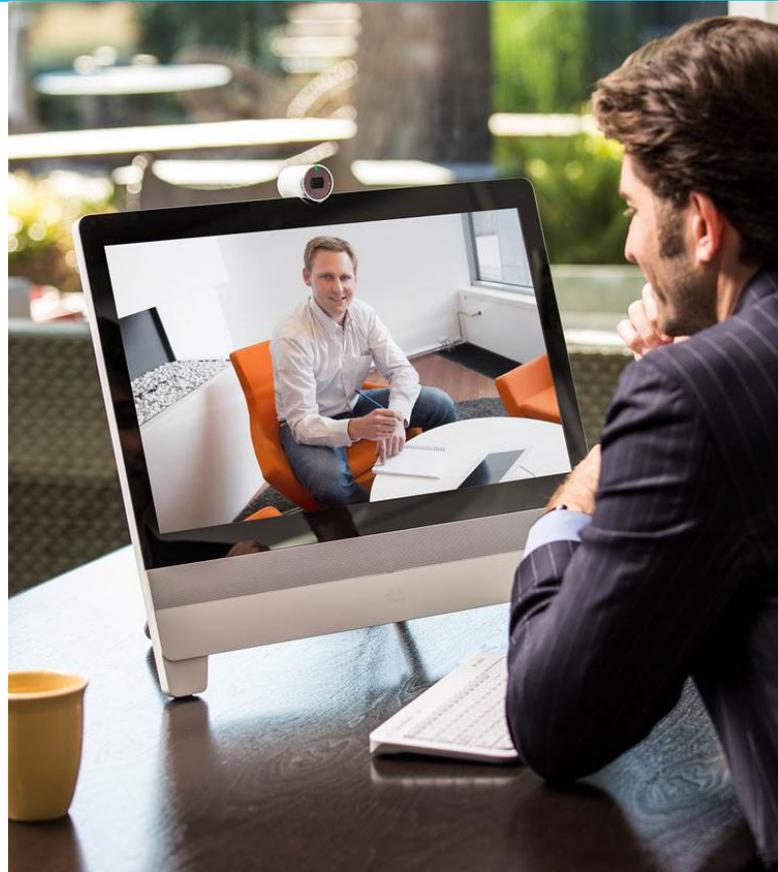
Introducing Boundary-Less Collaboration

Working smarter everywhere

Before, collaborative tools used to be confined to users with the same application or device and only on the same network. Now, Cisco Expressway removes such limitations by extending full collaboration services—including voice, video, desktop sharing, instant messaging, and presence—to users outside the company's firewall.

This digital journey is enabling people to interact and operate more efficiently and effectively. *“Our speed and quality of decision-making has improved,” says Gasner, “and there’s less need to send emails. That gives time back to deal with other tasks.”*

For example, previously a loss adjuster needing additional information might have to wait for a phone or email response. Now, accident investigators can stream videos or images live from the scene. A broker selling life insurance can call in remote Helvetia specialists over Cisco WebEx®. They can share desktops, answer queries, and complete documents on the spot.



“ A classy system that combines my telephone, video and desktop very elegantly.”

Gérald Kanis
Chief Reinsurance Executive
Helvetia



Lifting the Customer Experience onto a New Plane



Heightened service levels

Helvetia service runs on Cisco Unified Contact Center Enterprise serving its 4.7 million customers. Intelligent routing directs calls to the best-placed agent with the right skills. That reduces hand-offs, helping insure first-time resolution. Agents use chat, web collaboration, and email to multitask. Customer data at their fingertips helps them upsell and cross-sell new offers.

Innovation in Helvetia never stands still. The company plans to lift the customer experience onto a new plane through CRM integration—giving agents super-efficient, single-view desktops using Cisco Finesse®.

Meanwhile, real-time dashboard reporting means Helvetia heads-off potential problems before they impact service quality. “Our Cisco contact center helps us design, monitor, and fine-tune customer journeys for a more consistent experience,” says Ganser.



Enterprise Agreement Supports Standardization, Quick Innovation Cycles and user Adoption

Removing barriers to innovation and growth with cost-effective IT model

The workplace is continuously reinvigorated. *“Cisco comes up with great products and we’re always open to trying them out,”* Gasner says.

The Cisco Enterprise License Agreement (ELA) for Collaboration gives Helvetia the ultimate flexibility to always stay on top of innovation and expand functionality across all countries and business entities: at predictable costs and with Cisco world-class technical support across the entire portfolio.

“All complexities around handling of licenses and related service contracts could be eliminated by the ELA,” says Gasner. “This license consumption model is the perfect fit to deliver consistent functionality across all countries where Helvetia does business.”

As an ELA customer, Cisco offers Helvetia support from a Cisco Customer Success Manager to accelerate technology adoption and desired business outcomes. The Customer Success Manager brings vertical expertise and profound product know-how, helping remove adoption barriers and discover new use cases that leverage existing investments.



For more information visit
www.cisco.com/go/customerstories
www.cisco.com/go/collaboration
www.cisco.com/go/networking



[Read other Customer Success Stories >](#)