

## Success story

### Successful launch of “Service Champion” to Swisscom Service Desk

- Helpdesk-solution for processing more than 4'000 requests per month
- Ensures 100% flexibility in the event of staff change
- Monitoring simplified and live reports provided
- Employee training, trainings und webinar provided

„We have the overview today– thanks to acc solutions!“  
*Nils Kernen, Account Payables Management, Swisscom*

### Swisscom, market leader in the networking world



Swisscom (Switzerland) AG is the market leader in Swiss telecommunications industry and a leading IT company. Since its founding in 1852, the company has been at the technological forefront. With its subsidiary firm Fastweb, Swisscom is the largest broadband provider in Italy. Swisscom employs around 21,000 employees and generates a profit of around 11.6 million Swiss Francs.

Swisscom says this about acc solutions:

„acc solutions was very professional in analyzing our requirements and implementing our processes in their Service Champion platform. Thanks to transparent communication, initial information has been improved massively. Over the years we were also able to tremendously reduce the number of customer complaints.“

*Nils Kernen  
 Account Payables Management, Swisscom*

### Manage the volume of incoming inquiries

Swisscom's Service Desk Management struggled in 2010 with the following challenges:

- Processing more than 4,000 inquiries from internal employees and partner companies per month.
- Ensuring uniform and efficient processing of inquiries with 80 employees, partially part-time employees.
- Creating transparency across different working locations (Berne, Zürich, Sion)
- Enabling easy handovers during work rotations and absences
- Reduction of complaints from employees and partner companies
- Decrease in the number of inquiries through targeted analysis and solution finding (root-cause analysis)

acc solutions addressed the challenges at the Swisscom Service Desk with great enthusiasm. With the application of Service Champion, processes could be simplified. In addition, responsibilities were clearly defined and documented. The service desk solution has greatly increased transparency. The increase in efficiency has also had a positive effect on employee motivation.



## A) Business process solutions with the Service Champion:



### 1. Service desk solution for customer inquiries

- Centralized team-inbox for efficient triage of requests
- Ticketing-tool for tracking correspondence to solutions of the inquiries.
- Structured departments for dynamic assignment of tasks among the team
- Web-form for direct and simplified inquiries through partners and customers on the internet

### 2. Reporting module

- Data warehouse solution for multidimensional view of inquiries, employees, customers, etc.
- Cockpits with KPIs for various parameters, e.g. number of inquiries, processing time, SLA, etc.

## B) The benefits of Swisscom:

Thanks to Service Champion, the transparency of the business cases was improved. Through targeted training, the solution quality was enhanced. With the help of tickets, the Inquiries are now processed efficiently and quickly. The employees at the service desk are very satisfied with the solution and the progress.

### 1. Efficiency enhancement

The central mailing solution of Service Champion enables the rotation of responsibilities within and between teams. Since the employees always have access to all inquiries, they can provide 100% information to third parties at any time. This prevents downtime and unnecessary inquiries within the team.

### 2. Control and leadership

Today, thanks to Service Champion, no more inquiries are lost. The responsibilities in the team are clearly regulated and the quality of work by individual employees is evidently improved. Improvements are regularly discussed and incorporated.

### 3. Quality enhancement

The reporting function enables the targeted aggregation and analysis of the collected data. As a result, Swisscom service desk can identify various patterns of inquiries and reduce error at its source.

„My colleagues and I really appreciate the work of acc solutions. We could customize Service Champion exactly to our wishes. This has optimized our service desk for internal and external inquiries. We are also amazed at the support provided by acc solutions and thank them for their sincere commitment. – on site and also via service hotline.“

*Markus Raucherstein  
Deputy Head Account Payables, (Swisscom)*

#### More information:

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