

CUSTOMER TESTIMONIAL



Name	HEV Zürich	Customer since	2009
Sector	Real estate	Products and services purchased	Business Internet, Business VPN, Business Voice IP-PBX, Business Numbers
Business locations	1	Key Account Manager	Cem Akyel, cem.akyel@upc.ch
Employees	Approx. 80		
Website	hev-zuerich.ch		

“Thanks to UPC Business’s experience and competence, our data centre was outsourced without our 80 employees noticing anything.”

Albert Leiser, Director HEV Zürich

Initial situation

HEV Zurich, the Zurich Homeowner Association, can look back upon 133 years of history. With around 20,000 members, HEV Zurich is the largest branch of the Canton of Zurich’s HEV and is one of the leading real estate service companies in the region.

HEV Zurich’s offices are located in its stately premises at Albisstrasse 28 in Zurich-Wollishofen. In 2017, the company management was looking for a partner to implement a redundancy solution for the in-house data centre. An IT partner of UPC Business offered an outsourcing solution that went one step further. The concept convinced the management and was implemented in 2018.

Solution

The association opted to fully outsource the data centre. To enable a fully redundant operation, the server infrastructure was housed in two external computer centres – one in Zurich and one in Oberengstringen. The hardware remained the property of HEV Zurich and was supplemented according to the redundancy requirements for active/active operation. The fibre optic connections between the three sites were part of the offer. UPC Business was designated as the provider. After the order was placed, UPC Business commissioned the construction of a fibre optic connection for the office property. UPC Business was already present in the external data centres. The fibre optic link between the data centres is provided by their operator itself.

Business VPN is used for data communication between the three locations. Business Internet is obtained centrally from the data centres. For security reasons, the office property was also equipped with an SDSL backup connection.

Already in 2017 – and independently of the outsourcing project – HEV Zurich opted for a voice service from UPC Business. Since then, the association has been using Business Voice IP-PBX and operates a chargeable 0900 business number via UPC Business for legal advice for non-members.

Correct as of: January 2020