

# CUSTOMER TESTIMONIAL



Name	SUISA
Sector	Performance of services
Business locations	3
Employees	200+
Website	suisa.ch

Customer since	2013
Products and services purchased	Business VPN, Business Voice IP-PBX, Managed PBX, Business Numbers, Business Housing
Key Account Manager	Nenad Stanojevic, nenad.stanojevic@upc.ch

**“We value UPC Business’s personal service, rapid support and the advantage of obtaining everything from a single provider as a managed service.”** Hansruedi Jung, Head of System Technologies

## Initial situation

SUISA is the cooperative society for authors and publishers of music. More than 38,000 composers, lyricists and music publishers are organised in the society. It collects the royalties for its members when someone in Switzerland or Liechtenstein publicly uses their music. Thanks to agreements with more than 100 sister societies all across the world, it exercises the rights of more than two million authors and publishers. SUISA employs over 200 staff at its offices in Zurich (headquarters), Lausanne and Lugano.

In 2013 the technically outdated telephony infrastructure had to be replaced. Service responsibility was newly assigned to the internal IT team. Since telephony is not one of its core tasks, it was important to the IT team to find a partner that provides the telephone system as a managed service. Regarding the technical requirements, it was generally agreed that the new solution should be based on VoIP and that calls should still be possible with desktop devices in good voice quality. Several quotes were obtained on this basis. After that they had various providers demonstrate their solutions. They decided on UPC Business because the customer’s needs were best met by the solution offered.

In 2018 SUISA established a new call centre at its headquarters, which has been in operation since 1 January 2019. This called for a more high-performance telephone system.

## Solution

In the data centre in Otelfingen, UPC Business operates an IP telephone system for all SUISA locations with a total of 270 telephones. The system is managed by partner Burkhalter Net Works. All locations including the data centre are connected via Business VPN. The VPN service is used exclusively for telephony. The headquarters are connected by fibre optics with 2 x 10 Mbit/s (main and backup), Lausanne via SDSL with 4 Mbit/s and Lugano via fibre optics with 2 Mbit/s. The SIP trunk works with 10 Mbit/s. In-company calls are free of charge. A flat rate was agreed upon for external connections. The call centre needs the Business Numbers service.

The new telephony infrastructure went into operation on schedule in 2013. Migration took place without a hitch.

## Extra mile

UPC Business designed the managed service on a scalable basis. So in 2018 SUISA was able to migrate to a larger telephone system which better met the needs of the call centre. To reduce telephony costs, UPC Business suggested a switch from per-minute rates to a flat rate.

Correct as of: January 2019