

WWZ TELEKOM AG

CROSS-COMPANY PROCESS ARCHITECTURE



CLIENT

WWZ Telekom AG is one of the leading cable network companies in Switzerland with a corporate company history of 125 years. The company supplies the population and economy in the Canton of Zug and the surrounding regions with energy, telecommunications, and water, thus safeguarding the living and economic environment. In 2013, WWZ Telekom AG participated in the network operator association Quickline AG.

CHALLENGE

The merger with Quickline AG has challenged both companies with the task of establishing efficient cross-company processes in order to be in a position to offer the joint end clients high-quality service. The aim was to simplify and automate the communication and support process with clients and employees organizationally and technically. The problem was that there were two isolated ticket systems and departments. For example, a client inquiry to WWZ Telekom AG, which required the inclusion of Quickline AG, had to be recorded again. The lack of entire client history in both companies led to quality loss in client service. It was thus important for both companies to design their processes independently and jointly.

SOLUTION

For effective cooperation, the processes of WWZ Telekom AG had to be integrated into the Quickline AG system. For this purpose, Isonet developed a common bidirectional solution approach. WWZ Telekom AG and Isonet implemented TicketXpert to ensure that both companies can continue to make individual process adjustments independently from each other. The implementation of a new interface between the two companies resulted in a synchronized IT platform with a flexible process architecture.

COMPACT

Corporate Headquarter
Zug, Switzerland

Staff
380

Branch
Utility company for energy,
telecommunication and water

Economic Area Regional,
several communes/counties

Turnover per year
CHF 242,2 million



Versorgt mit Lebensqualität

WHY ISONET

Implementation of holistic, cross-system processes

Further development of process chains for the individual processing of customer inquiries

Joint systemic process optimization leads to customized solutions
The flexibility of the IT solution (platform)

Interface for synchronization of two ticket systems and for CRM

DETAILED SOLUTION

Process steps of client support

- 1 **Receipt of client**
inquiry in the shop, by phone, email
- 2 **Entry of a client**
inquiry in one ticket for this customer
- 3 **Synchronization of the master data**
and automatic transfer into the ticket
- 4 **Transfer of the ticket**
to Quickline AG and corresponding
return after processing of the ticket to
WWZ Telekom AG

New Ways of Working Together

By creating tickets, incoming client inquiries are recorded and the information between WWZ Telekom AG and Quickline AG is run by a process of standardization. Those tickets are further recorded in the company's leading system. Subsequently, synchronization between the two systems takes place through predefined ticket fields. Depending on the topic, the ticket is either solved by the company that created the ticket, or it is assigned to the other company. Once the client request has been processed, the ticket gets back and will be solved there. As a result, the procedure of client inquiry is handled quickly and easily. The process itself remains transparent and comprehensible for everyone.

BENEFITS OF THE SOLUTION

- Simplified control of incoming, cross-company client inquiries
- Automatic support in terms of acceptance, processing, and evaluation of customer inquiries
- Significant employee satisfaction due to high transparency and automated processes
- More effective operational planning through calendar scheduling and geographical visibility of malfunctions on Google Maps

» DUE TO THE COOPERATION WITH ISONET AG, THE RECORDING AND PROCESSING OF CLIENT INQUIRIES HAS BEEN MADE CONSIDERABLY EASIER FOR OUR EMPLOYEES AND OUR CLIENTS. ALL INFORMATION ON COMMUNICATION AND SUPPORT IS TRANSPARENT AND CENTRALLY AVAILABLE. «

Adrian Rüegg · WWZ Telekom AG

ABOUT ISONET

Isonet is founded in 1994 and located in Zurich and Leipzig. It has been serving numerous clients of different sectors and companies of different sizes and is focused on continuous improvement process and effective workflow. Isonet applies its innovative Systemic Process Management - 446 METHODE® in the scopes of process analysis and management consulting to sustainably help companies simplify their process and resolve tasks more efficiently for the future. As a result, companies are agile enough to keep up with the fast-paced market development. Tailor made IT solution - 446 PLATTFORM®, holistic mapping or even redesign of entire business process are key to its success.