



Case Study: Schweizerische Post

Internationally connected with Web conferences



International firms like the Swiss postal service have connections with customers and business partners throughout the world. For Swiss Post, having the ability to communicate quickly and effectively is a major factor in its success. That is why this multinational corporation depends on Netviewer. With Web conferences and online meetings, teams of employees can communicate directly, regardless of whether their colleagues are located in the next office or in another country.

Global collaboration

Swiss Post places a high priority on delivering a consistently high level of service around the world. For this to be possible, groups of people in several different countries must work together closely. But for key people to regularly sit at the same table would require them to travel virtually nonstop. "Traveling involves a great deal of time and money," says Thomas Kolly, Director of Strategic IT Projects and IT Architecture at Swiss Post Solutions, "but it is also incompatible with our aim to be ecologically, economically, and socially sustainable."

Web conferences are a much more efficient and environmentally friendly alternative. That is why Swiss Post has allowed all of its employees to use Netviewer for collaboration since 2007. In fact, many departments now forgo travel for many of their meetings and use Web conferences instead. As a result, the teams can "get together" much more often than before and achieve more with each meeting. The ability to hold spontaneous meetings over the Internet is a big factor, since they can be held with colleagues in the next office or in another country. Web conferences have also made a big difference in customer service, including PostFinance, where postal employees are available upon request to assist customers with e-banking questions.

Swiss Post is the largest logistics provider within Switzerland and has subsidiaries operating in several industries around the world. Each year, the company transports approximately 2.8 billion letters and packages and 115 million travelers in public transportation. Swiss Post participates in affiliate companies in Europe, North America, and Asia. These companies are involved in a variety of businesses, such as public transportation in France, document management services in the United States and Great Britain, and postal services in Shanghai.



Getting projects done faster

The Swiss Post Solutions business segment offers business customers around the world customized services ranging from document and dialogue solutions to e-business applications. „We started the ‘IT infrastructure management’ project in July of 2009. My team consisted of twelve people located in ten different cities in four countries, from Switzerland to Great Britain to Germany and Poland,” explains Thomas Kolly. “In the past, we had to relay all of the important aspects during presence meetings, but now we just get together as needed over the Internet. The visual communication provided by Netviewer lets us talk in greater detail about specific things.”

With a core team of four people, Thomas Kolly first develops project documentation. For example, they discuss feedback to questionnaires or prepare presentations for the next team meeting. Thomas Kolly regularly invites all twelve people to Web conferences so he can keep the entire team up-to-date and distribute the most recent tasks. „During the first phase of the project we held five Netviewer sessions, each lasting one to two hours. If we had required meeting participants to be physically present, the travel expenses would have made the meeting seven times more expensive.”

Swiss Post was particularly concerned with security and ease-of-use without the need for installation so they could use Web conferences to communicate with external customers and partners as well. For example, the PostFinance department uses Netviewer to provide support for e-banking services. As this shows, Web conferences accelerate agreements, discussions, and project collaboration between both international and domestic partners. In many cases, this technology allows them to avoid traveling even within Switzerland. „Traveling back and forth from our headquarters in Bern to customers or partners in Zurich takes about three hours,” says Thomas Kolly. This makes no sense when a meeting is only expected to require about one hour. „Web conferences save us valuable time and let us hold three times as many meetings or perform other important work during that same period of time.”

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THOMAS KOLLY
HEAD OF STRATEGIC IT-PROJECTS &
IT-ARCHITEKTURE

Benefits at a glance

- Tremendous savings of time and money
- Less travel increases sustainability
- No installation or configuration
- Easy to use
- Joint editing of documents
- More efficient collaboration
- Strong, certified security
- Flexible pricing options

Austria: Vienna +43 1 532 1612 0
Benelux: Amsterdam +31 (0) 20 708 970 0
France: Paris +33 (0) 1 414 907 95
Nordics: Stockholm +46 (0) 8 410 416 00
Switzerland: Thalwil +41 (0) 44 722 800 0
UK & Ireland: Guildford Surrey +44 (0) 1483 400 660

Germany (Headquarters): Karlsruhe +49 (0) 721 354 499 0

www.netviewer.com

