



The journey to the cloud

The secure, high-availability, integrated telephony and contact center solution.

The customer

Industry: financial services

Size: approx. 850 employees

Customers: approx. 220,000

TKB is the bank of the people and the economy in the canton of Thurgau, Switzerland. It prides itself on local foundations and close customer proximity and maintains a sustainable business model that remains consistently focused on the needs of its customers. TKB is also committed to supporting culture, sport and society in the region.

Initial situation

The consultancy center at the Thurgauer Kantonalbank (TKB) processes around 500 calls a day with its approximately 30 employees. In 2016, they realised internally that their telephony platform needed to be replaced.

Apart from a few components, almost all the contact center's hardware components were operated on site at TKB. With the renewal of the contract, TKB was expected to provide an optimized communication solution in terms of scaling, cost, and operation, without compromising on security. Bucher + Suter presented the idea of running the consultancy center from the cloud.

Bucher + Suter together with their partners at SPIE, were able to offer a cloud contact center in the scope, configuration, and at the price without sacrificing features or security, and were awarded the project.

The project - Goals and challenges

At the start of the project in 2016, "the cloud" was a relatively new term, which some skeptics believed to be fraught with security and compliance risks - and there weren't many reference projects to appease their fears. TKB was aware that it was taking on a pioneering role, and Bucher + Suter had the task of resolving concerns about a solution in the private cloud and creating real added value.

"Among other things, we were concerned with the fundamental trust in cloud solutions, particularly in terms of security and compliance, but also stability and performance. However, the security tests were all positive. We actually became even more secure with the cloud solution."

Curdin Schenkel, Head of Workplace & Infrastructure, TKB

Among other things, the following requirements were defined:

- Integration into the Avaloq banking system
- Intelligent routing of calls, e.g. directly to the right advisor
- At least 10 different hotlines with different call flows
- Maintain existing reporting
- High availability thanks to redundant connection
- Voice recording
- Enable scaling of the solution at any time
- Monthly SLA reporting
- Data remains in Switzerland
- Proven, verified security and compliance framework

Case Study



Solution and implementation by Bucher + Suter

With the use of a cloud contact center from contact center from Bucher + Suter, TKB was one of the first Swiss banks to break completely new ground.

"The condition was that nothing should change negatively for our customers. And that was the case: we didn't have to accept any restrictions or loss of functionality."

Curdin Schenkel, Head of Workplace & Infrastructure,
TKB

A partial hybrid approach was chosen for the implementation. Specifically, this means that two redundant high-security data centers are operated in Bucher + Suter's private cloud.

The advisory center is hosted by Bucher + Suter, in their cloud, resulting in increased flexibility and scalability. In addition, the TKB team did not have to worry about lifecycle management.

The transfer to the telephone network and voice recording, both remain in-house at TKB. With the cloud contact center, everything from IVR to tape announcements, routing and other call handling has been handled in the cloud since the project was launched.

TKB also cited change management for employees as a success factor in the implementation. Information about the cloud principle and the elimination of fears have contributed significantly to the fact that the cloud technology has been well received by employees and concerns have been dispelled.

In addition, the desired call flows were already worked out in detail in advance by the TKB team. This meant that the customer and service provider were already optimally prepared for the set-up.

Result

After years in operation, a conclusion was drawn. The environment is stable and the support provided by the Bucher + Suter team is described as "reliable, committed and competent".

With their ability to significantly increase flexibility and scale when required, TKB has underscored its mission to be more than just a bank.



PaaS



Flexible



Scalable

