







Bucher + Suter

Your contact center and collaboration partner

In business for more than 40 years, at Bucher + Suter we harness our vast experience and expertise to ensure you fulfill your customer service commitments. We were the first company to deploy Cisco Contact Center Enterprise (formerly IPCC) in 2000 and have been deploying Cisco Contact Center and Calling solutions ever since.


Partnered with Cisco for over 20 years, we understand better than anyone that Webex Contact Center and Webex Calling meet the highest standards for stability, availability, scalability, and security. This is why b+s not only delivers and manages Cisco solutions but also develops integrations to ensure end users are getting the tools they need where they need them.

-  20+ years Cisco Partner
-  40+ years in business
-  10+ years Salesforce partner
-  150+ employees
-  200,000+ active licenses
-  400 customers in 60+ countries

Experience

Bucher + Suter builds solutions to tackle your unique business challenges, help you meet your customer experience and operational objectives and ultimately derive maximize value from your communication technology investments.

Customer communication channels



webex by CISCO

Webex Calling | Webex Contact Center | Webex Connect | Webex Devices


CONNECTS Premier CRM Integrations

b+s Supervisor Management Console

b+s CCBI Built for Webex

Identify Objectives and Challenges, Design Solutions | Implement, Integrate, Training, and Project Management | Lifecycle Management, Customer Success, End to End Service

Agent Desktop



Agent Employee

Expertise

Certifications and Specializations

- 15 Webex Contact Center Specialists
- 8 Webex Connect (IMI) Specialists
- 7 Digital Channel Specialists
- 6 Google Dialogflow Specialists
- 12 Certified Webex Contact Center Experts
- 8 Certified Webex Admin Professionals
- 2 Cisco CCNP-Collaboration
- 2 Cisco CCIE-Voice

Cisco Powered Services

Contact Center as a Service Based on HCS
UC as a Service Based on HCS

Partner Designations


EA Collab - CustCollab
EA Collab - UCTP PC
EA Collab-Flex Plan
EA Collab-Flex Plan Hosted Calling
EA Collab-Flex Plan On-Prem Calling

Partner Specializations

Webex Calling Partner
Advanced Collaboration Architecture Specialization
Cisco Webex Calling with Calling Plan
Collaboration SaaS Specialization
Unified Contact Center Enterprise Specialization
EA Collab-Flex Plan On-Prem Calling

Awards + Badges

- Cisco Collaboration Partner of the Year 2023**
- Cisco Value Extend Partner of the Year 2022**
- Salesforce Partner Innovation Awards 2021**
→ categories: communications and trailblazer ecosystem



ISO 27001, 27017, 27018

SOC 2/3 HIPAA

GDPR compliant

With decades of combined experience, Bucher + Suter is a hotbed of contact center and collaboration talent.

We're repeatedly recognized by our closest technology partners for outstanding contributions to the ecosystem and conform to a number of audited compliance standards.

Working with us

Partnering with Bucher + Suter means choosing a partner that is dedicated to your success. Our commitment to excellence, combined with our profound understanding of Webex Contact Center and Calling solutions, makes us the perfect ally for organizations looking to enhance their customer experience, communication, and collaboration capabilities, with cloud-based technology that's always one step ahead of the game.

Building better experiences!



Solution Partner
Gold Provider
Premier Integrator
Webex Contact Center Specialization



For more details on how we can align with your business challenges contact us.

