

only available with b+s CCaaS

b+s Cloud Services UCaaS

Optimized flexibility and scalability with powerful Cisco Collaboration tools from a geo-redundant Swiss Cloud.

Great companies distinguish themselves by communicating efficiently and seamless with customers and partners. Decisive and fast information delivery makes it possible to optimize utilization of human assets while providing maximum accessibility of relevant, real-time operational data. Unified Communications as a Service (UCaaS) gives companies the tools necessary to make all of this possible. It streamlines communication infrastructure, thereby unburdening internal IT units from dealing with operational inefficiencies, so that they can focus on proactive, growth-oriented tasks.

Our offering

UCaaS offers a unified software package with a wide range of features and service options. All standard communication instruments are supported: Presence, chat, video, and screen sharing.

Furthermore, a range of optional, modular addons are also available, which renders 3rd party applications a thing of the past. Another advantage is the seamless integration into the existing infrastructure. This means that peripheral systems such as Active directory and Microsoft Exchange can easily be integrated into b+s Cloud Services.

Your advantages

Because UCaaS obviates the need for system updates and upgrades, investment and maintenance costs are reduced. Adding new users, streamlining business processes, and installing new modular software features, as they are needed, means that you can focus on growing your business rather than just managing it.

Above all, the pay-as-you-use model means that you only pay for services you need, and only pay for them as much as you use them—this is the essence of service delivery optimization.



Product Features

- Voice, video, chat, SMS, and screen recording
- High availability thanks to geo-redundancy
- Highly scalable (minimum of 10 users)
- FINMA compliant
- Operated from two Swiss data centers
- Integrated access to the public telephone network
- MiFID II compliant voice and screen recording option

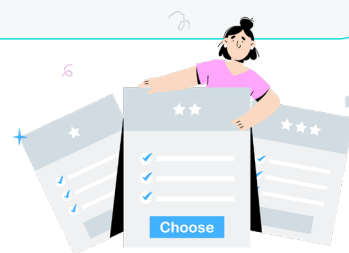


Product highlights

- Operating costs delivered in a pay-as-you-use-model
- Operation costs are minimized in a pay as you use model
- No investment or maintenance costs
- Highly flexible activating and deactivating of attendees
- Quickly add new functions or adjustments
- No costs for Lifecycle Management and upgrades
- New functions available without investments
- Smooth integration into existing company organisation
- Integration from several 3rd party applications
- Customer-specific choice of MPLS and telephone network providers

The service

The service provides **three role-based profiles**:



Telephony

- Simple workplace
- Utilization of analog telephones & fax devices

Collaboration

- Versatile office-workplace
- Modern communication instruments

Mobile Collaboration

- Versatile office-workplace
- Modern communication instruments
- Number of devices

Each Profile contains a variety of options which simplify collaboration:

- Voice and screen recording suite for MiFID II compliance
- Integrated Analytics, Attendant Console, Call Recording, Jabber Self Service
- Extended functionality for hunt group, phone services (e.g. redirections, Secretary function switch, phone lock, etc.), CRM integration, and comprehensive statistic and accounting tools

Complementary and fully integrated Contact Center as a Service (CCaaS) is additionally available in our cloud service portfolio.

Eco-system partners

Bucher + Suter offers and operates solutions together with IT partners who assume the role of general contractor. All of these experts in modern collaboration solutions, are certified by Cisco, and are regularly audited.

Why Bucher + Suter?

✓ Innovation and development

We are committed to continuous improvement and innovation. By staying ahead of industry trends and investing in research and development, Bucher + Suter ensures that our solutions remain cutting-edge and capable of meeting the future demands of your business.

✓ Dedicated support

We pride ourselves on providing exceptional customer support. Our dedicated team of experts is always ready to assist you, ensuring that your solutions are running smoothly and effectively. With Bucher + Suter, you can count on reliable, ongoing support to keep your business operations uninterrupted.

✓ Cutting-edge technology

Bucher + Suter leverages the latest advancements in technology to provide robust, scalable, and flexible solutions. Our integration with leading platforms ensures seamless connectivity, empowering your organization with tools that adapt to evolving business needs and technological landscapes.

✓ Proven track record

Our extensive portfolio of successful projects and satisfied clients speaks volumes about our capabilities and reliability. Companies around the globe trust Bucher + Suter to deliver solutions that drive results and add value to their operations.

✓ Unparalleled expertise

With decades of experience in the industry, Bucher + Suter stands at the forefront of innovative customer service solutions. Our deep understanding of the unique challenges faced by businesses in various sectors allows us to deliver solutions that drive efficiency and enhance customer satisfaction.

✓ Comprehensive solutions

From contact center integration to customer experience management, Bucher + Suter offers a comprehensive suite of solutions designed to optimize every touchpoint of the customer journey. Our end-to-end approach ensures that all aspects of your customer interactions are covered, resulting in a cohesive and effective customer service strategy.

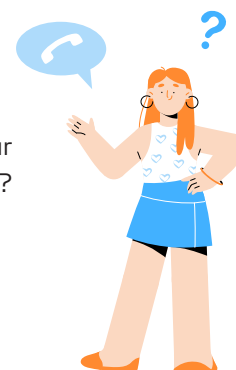
✓ Global presence, local touch

With a global presence and a local touch, Bucher + Suter combines international expertise with personalized service. Wherever your business operates, we are there to support you with tailored solutions that align with local market dynamics and global best practices.

Get in touch

Ready to discover what Bucher + Suter can do for your customer experience strategy?
We're ready when you are!

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