

bucher+suter



# The path to the cloud with Bucher + Suter and Webex Contact Center





Helvetia, a **leading Swiss insurance company with 4,000 employees in Switzerland**, operates several contact centers with 400 agents handling approximately 1.2 million calls annually, alongside numerous digital inquiries in four languages. By integrating Salesforce, the Einstein AI-powered (soon to be Agentforce) platform, Cisco's Webex Contact Center, and a GPT-based voicebot solution, Helvetia successfully transitioned from an on-premises service center to a cloud-based service organization in 2024 and 2025.

## The results speak for themselves

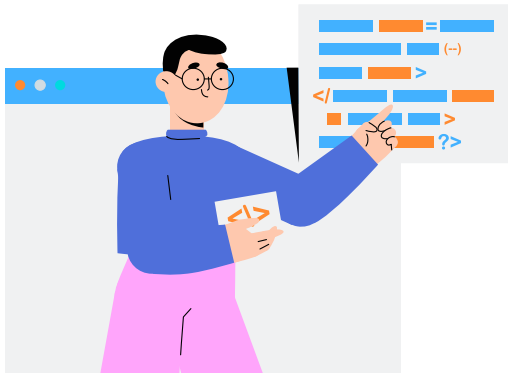
**Significant cost savings, full omnichannel capabilities, enhanced data transparency, streamlined process optimization, and increased flexibility.** The migration was expertly guided by the engineering team at Bucher + Suter.



## The challenge

In 2023, Helvetia initiated a company-wide shift to the cloud. To ensure a smooth transition, they chose to continue their long-standing partnership with Bucher + Suter and migrate from the on-premises Cisco UCCE system to Cisco's cloud-based Webex Contact Center. Webex CC met Helvetia's stringent security and stability requirements while offering an advanced, scalable platform.

As part of this transformation, the company aimed to create a fully integrated ecosystem combining **Salesforce, Webex Contact Center, Microsoft Teams Telephony, and a GPT-powered voicebot**. A key objective was implementing an efficient **Master Call Flow** in the cloud to enable seamless omnichannel capabilities across telephony, email, and other digital communication channels.



### PREVIOUS

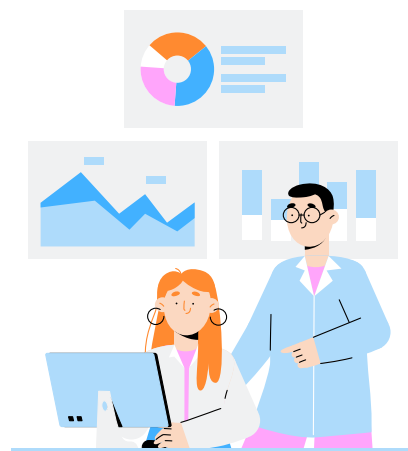
#### On-prem UCCE

- Cisco UCCE on-prem:  
Local, hardware based system
- Limited scalability & flexibility
- Focus on telephony, limited omnichannel integration

### AFTER

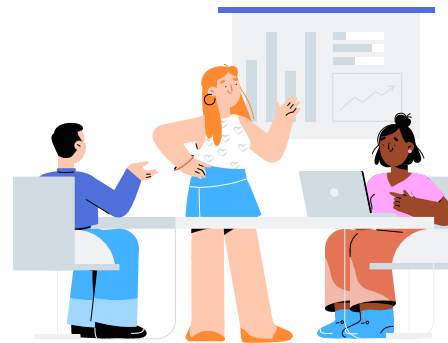
#### Webex Cloud Contact Center

- Cloud-based & scalable
- Security & stability at the same level
- Integrated solution: Salesforce + MS Teams + voicebot
- Efficient master callflow & omnichannel capability



## The result

Through agile collaboration between Helvetia's IT and business teams and Bucher + Suter, the ambitious goals were successfully realized. Many service units are now live on Webex Contact Center, benefiting from the **flexibility to launch new service units and offerings in just 1-2 days**—a level of agility previously unattainable.



We are extremely satisfied with both Bucher + Suter as a partner and with Webex Contact Center. Together, we have successfully unified various specifications, systems, data, and teams into a highly effective, cloud-based digital service organization. Our Master Call Flow provides unprecedented flexibility, allowing us to implement new initiatives and respond to challenges in record time. With real-time data and automated reporting available via Power BI dashboards, we now have the insights we need at our fingertips.

Bucher + Suter provides exactly the right level of engineering support—it's a truly collaborative partnership with an outstanding price/performance ratio.

 Frank Scherwey, Head of Operations Development, Helvetia Insurance Switzerland

## Next steps

Contact us today to explore how Bucher + Suter can help your organization achieve the same success in your cloud journey!

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