

bucher+suter



20 years of partnership

The Swiss Post relies on Bucher + Suter & Cisco for reliable, stable, yet innovative contact center operations.





Swiss Post has maintained a valuable partnership with Bucher + Suter since 1999. The collaboration has optimized the contact center infrastructure and enabled first-class, omnichannel customer service. The national appreciation for the Swiss Post Group is struck through the balance between innovation and reliability.

The shared evolution of Bucher + Suter and Swiss Post

Bucher + Suter acted as partner and guide in the move to Cisco UCCE. The new platform offered flexibility and customizations that opened the door to true omnichannel customer care.

1999
Swiss Post selects Bucher + Suter as its partner for contact center solutions.



2000
Introduction of Cisco's Unified Contact Center Enterprise (UCCE, formerly known as IPCC) system.



2004

Bucher + Suter takes over the overall contact center project management, centralizes the administration and provides training for employees.



2008
Bucher + Suter rolls out real-time contact center status monitoring dashboards, while a reporting portal provides access to statistics.



2016
Media blending brings together multiple communication channels for omnichannel routing and queueing throughout the contact center.



2024 and beyond

Together with its technology partners, Spitch and Nuance, Bucher + Suter rolls out Swiss-German conversational AI voicebots.



A transition to Cisco's cloud contact center (Webex Contact Center) will ensure Swiss Post is even better prepared to set pace in the customer experience-focused world of logistics.

Customer experience visions

Swiss Post's vision is to use innovative technologies to ensure seamless, flexible and highly scalable customer service. The clear focus on forward-looking solutions and the continuous optimization of the customer experience form the foundation of the partnership mission.



Goals and the solutions to match

High availability & redundancy



Cisco UCCE for reliable, uninterrupted service.

Ongoing management for efficient processes and increased stability.

Improving customer KPIs



Successful implementation has led to improved average handle times and first call resolutions.

Continuous collaboration since 1999 for a consistently positive service experience.

Integration of digital channels



UCCE solution has integrated chat and email, within the contact center's routing and queueing.

Cisco CCP for task routing and flexible customer communication.

Improved reporting & monitoring



WFM Calabrio and Reporting portal for comprehensive real-time metrics.

Continuous control and optimization of the service through a central view of relevant key figures.

The implementation and results of this partnership are demonstrated by improved customer satisfaction, more efficient operational processes and a continuous drive for innovation. The joint efforts of Bucher + Suter and Swiss Post are laying the foundations for a successful future in customer service.



The words of Swiss Post, **“It just works”**, emphasize the successful and stable partnership that is driven by the reliability that Bucher + Suter offers.

A look into the future

Looking ahead, Bucher + Suter and the Post Group are committed to continuous innovation in customer service. **The focus is on scalability and a platform that integrates technologies including conversational AI**—optimizing the customer experience with a service that is available around the clock.

Conclusion

Overall, the long-standing partnership between Bucher + Suter and Swiss Post AG demonstrates an impressive commitment to customer service excellence. Through pioneering technology implementations, training, ongoing support and innovative cloud initiatives, both companies have helped set high standards. This joint journey lays the foundation for a continued successful future, **optimized by flexibility, scalability and the highest levels of customer satisfaction.**

Bucher + Suter is a leading provider of contact center solutions, helping organizations globally to deliver world-class customer service. With a wide range of innovative technologies and many years of experience in the industry Bucher + Suter continues to shape the future of contact center operations.

Next steps

Contact us today to explore how Bucher + Suter can help your organization achieve the same success with your contact center.

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