



Press release

Energie Wasser Bern selected SPIE for its unified communications and contact centre services

Bern, March 14, 2019 – *SPIE ICS AG, a Swiss subsidiary of SPIE, the independent European leader in multi-technical services in the areas of energy and communications, has won a tender to implement a new unified communications solution and contact centre infrastructure for Energie Wasser Bern (EWB).*

Energie Wasser Bern plans to upgrade its telecommunications systems and associated contact centre solutions to meet the company's future communication needs. This strategy is aimed to fulfil the requirements of internal and external users, increase productivity and reduce costs.

SPIE ICS AG, the subsidiary of SPIE Switzerland dedicated to ICT full-services, won by offering a customised solution based on an all-inclusive package including the Avaya Aura communications platform and the Genesys PureConnect contact centre solution. This will allow all EWB service chains, support organisations and control centres to be integrated.

The Avaya Aura platform is designed for 600 users and features Equinox software to simplify direct interactions. The users will be spread over eight locations and managed centrally via a single platform.

The Genesys PureConnect contact centre solution is designed for 60 to 100 agents. Both systems have intuitive, easy-to-operate user interfaces.

Both the unified communications and the contact centre platforms will be provided on a local server virtualised by VMware, with the potential option of a geo-redundant design. In addition to the integration services, multi-annual system servicing is also included in the contract.

Explaining the award decision, EWB's head of IT Daniel Lörtscher says: *"During the tender process, SPIE impressed us with their high level of expertise in the contact centre segment, coupled with their many years' expertise and experience operating complex communications platforms. The proven ability of the contact centre and communications platform to evolve to meet future needs was another important factor for us."*

By the end of October 2019, the existing contact centre and telecommunications solutions, control centres, customer centres and service chains will be completely replaced by the new, integrated solution.

About SPIE Switzerland

Subsidiary of the SPIE group, the independent European leader in multi-technical services in the areas of energy and communications, SPIE Switzerland is a provider of ICT, multi-technical and facility services.

From 11 locations across Switzerland, the divisions SPIE ICS (Information & Communication Services), SPIE MTS (Multi-Technical Services) and SPIE IFS (Integral Facility Services) provide solutions in the areas of 'Smart Cities', 'Energy', 'e-efficient buildings' and 'Industry Services'.

Through the SPIE Group and the Global Workspace Alliance, SPIE Switzerland benefits from a global network to provide a full range of services, even to major international clients. These services are enhanced by an efficient service centre with 24/7 availability in four languages.

With more than 46,400 employees and a strong local presence, SPIE achieved in 2018 consolidated revenues of €6.7 billion and consolidated EBITA of €400 million.

For more information, visit us at www.spie.ch and <https://www.linkedin.com/company/spie-switzerland/>

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