

# Helping People Work More Responsively Together



## Swiss reinsurance company sees double-digit efficiency gains from adoption of Cisco collaboration platform

### EXECUTIVE SUMMARY

**Customer Name:** Intercantonal Reinsurance (IRV)

**Industry:** Reinsurance

**Location:** Switzerland

**Number of Employees:** 60

#### Challenge

- Increase productivity
- Improve teamwork
- Reduce costs

#### Solution

- Cisco Communications Manager Business Edition, combined with Cisco Unity, Jabber, and TelePresence to enable collaboration via voice, video, IM, and web conferencing

#### Results

- Employees up to 20 percent more efficient
- Reception video system upgraded while saving about US\$88,000 compared to a replacement
- Better availability through homogeneous, standardized system
- Maintenance costs significantly reduced

### Challenge

Established in 1910 and based in Berne, Switzerland, the Intercantonal Reinsurance (IRV) is a joint venture of the Public Insurance Companies for Buildings (PIB). It is focused on providing cost efficient reinsurance cover for the PIBs and granting access to the international reinsurance markets. Therefore IRV deals with all the reinsurance needs of the PIBs and has become the center of competence for reinsurance of the PIBs.

IRV is a reinsurance enterprise, working with reinsurance companies all around the world. Historically, the firm had relied on traditional telecommunications channels such as phone, fax, and email. In 2012, as the company's existing phone system was nearing nine years of age, it decided that the time was right to introduce new unified communication tools such as presence and instant messaging.

"The main aim was to help improve efficiency and productivity," says chief information officer José Manuel Díaz. "It was the first step in a wider IT investment program, which included the replacement of expensive video technology with a more cost-effective solution."

### Solution

Working with systems supplier Netcloud, the company replaced its telephone system with Cisco® Unified Communications. The foundation for this is a single Cisco Business Edition 6000 server, offering not only voice but also video, mobility, messaging, paging, conferencing, instant messaging and presence, and contact center features within one, integrated platform.

Employees benefit from feature-rich IP telephony delivered via Cisco Conference Station 7937G and Unified IP Phones (wireless 7925G, and 8961 and 6941 models).

To extract greater value from its Business Edition 6000 investment, the company took the opportunity to introduce new collaborative applications. Cisco Unity® and Cisco Jabber™ for Windows provide access to presence, instant messaging, and audio, video, and web conferencing. The video system used at reception, meanwhile, was replaced with a specially adapted Cisco TelePresence® System EX90.



**“The average efficiency of users has improved by over 10 percent with the introduction of the Cisco collaboration tools, rising to as much as 20 percent among power users such as reception and secretarial staff.”**

José Manuel Díaz  
Chief Information Officer  
Intercantonal Reinsurance (IRV)



José Manuel Díaz

## Results

Most employees are now able to communicate using Cisco Jabber on their mobile devices, which allows them to be contacted and to stay in touch more easily while away from the office, improving workflows and responsiveness throughout the company.

Communications and decision-making have also been transformed. Previous time delays experienced with phone, fax, and email have been significantly reduced. Employees have greater choice in how they interact and can see when colleagues are available and their preferred means of contact.

Business processes are more streamlined. People are more productive. Díaz estimates: “The average efficiency of users has improved by over 10 percent with the introduction of the Cisco collaboration tools, rising to as much as 20 percent among power users such as reception and secretarial staff.”

The company is also realizing substantial savings. Its previous, standalone reception system would have cost around CHF80,000 (US\$88,000) to replace, for example. In addition, since most system maintenance tasks can now be carried out remotely, the cost of callouts has dropped significantly.

“The maintenance saving is substantial,” says Díaz. “In fact, it is difficult to say what we spend on maintenance because so far we haven’t had any faults. The only maintenance has been routine software upgrades.” Another big advantage, in regard to maintenance and availability, is the move to a single vendor and one homogeneous, standardized unified system.

## For More Information

To learn more about the Cisco architectures and solutions featured in this case study, go to: [www.cisco.com/go/collaboration](http://www.cisco.com/go/collaboration)

## Product List

### Collaboration

- Cisco Business Edition 6000
- Cisco Unified IP Conference Station 7937G
- Cisco Unified Wireless IP Phone 7925G
- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 6941
- Cisco Unity Connection
- Cisco Jabber for Windows
- Cisco TelePresence System EX90



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