



Online meetings, virtual collaboration and chat functions – now also available for SMEs

With new unified communications and collaboration (UCC) functions, Swisscom is providing SMEs with an additional range of communications channels – available now – which foster productive collaboration. The functions are based on Smart Business Connect, Swisscom’s virtual IP telephony solution. Getting started and taking the next step towards digitalisation is very straightforward.

Swisscom is adding collaboration functions – known collectively under the term “unified communications and collaboration” (UCC) – to its range of services for small and medium-sized enterprises: instant messaging, absence notification, screen-sharing, online meetings and video telephony. Solutions that are commonplace in the private sphere and at major companies are now also becoming increasingly popular with SMEs.

From telephony to virtual collaboration

The UCC functions for SMEs are based on the virtual IP telephony solution Smart Business Connect. This is a well-established, full-service solution consisting of internet, IP telephony, a network solution and additional services. Swisscom operates the infrastructure required at its own data centres in Switzerland. “With our virtualised products, we are providing SMEs with opportunities that were mainly reserved for large companies in the past. This enables companies to gear up for the digital future easily and flexibly and to save costs on a sustainable basis,” remarked Reto Baschera, Head of Business Products at Swisscom.

More productive collaboration

SMEs now have new communications channels available to them alongside telephone and e-mail. Instant messaging enables issues to be quickly resolved with colleagues working on another floor, virtual meetings save on travel time and costs, and sharing documents directly on screen prevents misunderstandings. Customers or suppliers can also easily take part in virtual discussions via a link.



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Press release

Employees select the most suitable communications channel themselves, whether by PC or smartphone. This makes collaboration easier and more productive.

One provider, one contract and one invoice

SMEs receive a complete communications solution from a single source. Telephony and UCC functions can be used within the same app. Administrative costs are also kept to a minimum as the customer has a single contact partner for all matters, receives one invoice at the end of the month and signs one contract for all services and functions.

Berne, 27 June 2017

Further information:

New collaboration functions (UCC) for SMEs: www.swisscom.ch/ucc-demo

Smart Business Connect: www.swisscom.ch/smart-business-connect