

# innovaphone Case Study

## Working Remotely with innovaphone

innovaphone

communicate. connect. collaborate.



*"innovaphone myApps is an excellent solution for working from home or on the road. Our staff who travel and work out in the field are thrilled with the complete communication solution! (...)"*

Ronnie Straub, Support System Engineer Team Leader at JUMBO

JUMBO DIY stores are paradise for do-it-yourselfers in Switzerland. The company employs some 1500 members of staff at 40 locations. When the traditional telephone system, which used to handle company communication, was in need of being replaced, the company chose innovaphone myApps with its integrated call center solution.

The specifications for the new communications solution for JUMBO, headquartered in Dietlikon, Switzerland, simply said: A future-proof, simple and cost-effective solution with an integrated switchboard and an integrated customer care solution. A market analysis and, especially, the recommendation by the implementation partner, T&N ICT Solutions, put the focus on innovaphone's myApps work and communications environment. Ronnie Straub, Support System Engineer Team Leader at JUMBO and responsible for the changeover to innovaphone, confirmed, "T&N had already worked positively with the innovaphone solutions in the past. In addition, innovaphone's good price/performance ratio and its compact, lean all-in-one system convinced us".

He elaborated, "Unlike many other comparable systems, no additional servers are required".

Shortly after the innovaphone solution was rolled out with innovaphone IP telephones and myApps, the pandemic struck and many employees at JUMBO had to start working from home overnight. And in this case, the changeover to myApps, in particular, turned out to be a huge advantage: It didn't matter whether the staff were using a smartphone, a notebook or a computer at home - myApps always offers the same range of functions and the same simple, intuitive usability. The existing call center solution could be integrated organically into the myApps environment, enabling JUMBO's customer service to access all the usual call center applications such as reporting, switching and call recording.





## IP Telephony by innovaphone Simple Administration and the Perfect Solution for Working from Home



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Ronnie Straub, Support System Engineer Team Leader at JUMBO

JUMBO's IT department uses myApps for administrators with a wide range of management and administration apps that can be accessed from a central client, eliminating the hassle of switching between different programs. These range from the App Platform Manager, which can be used to install and manage apps, over the Devices app for managing all devices integrated in the communications infrastructure, to other important monitoring tools such as the Alarms app and Events app. Especially in times when many employees as well as IT staff had to work from home, this simple management platform paid off many times over.

When asked how satisfied they are with the innovaphone system at the JUMBO DIY stores, Ronnie Straub replied, "innovaphone myApps is an excellent solution for working from home or on the road. Our staff who travel and work out in the field are thrilled with the complete communication solution, which they can also access on their smartphone or tablet wherever they are and always with the same look and feel. And the IT department benefits from the fact that administrative tasks are much easier and faster to perform."