

Swisscom Enhances Customer Service

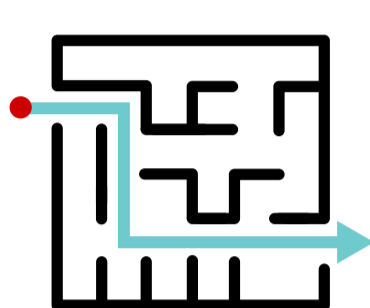
Leading telecom provider Swisscom helps their business customer service reps provide better, faster service through a centralized, easy-to-use data hub.

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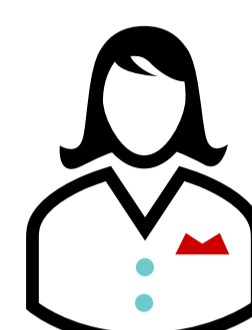
The Challenge



Simplify time-consuming processes



Reduce complexity caused by data silos



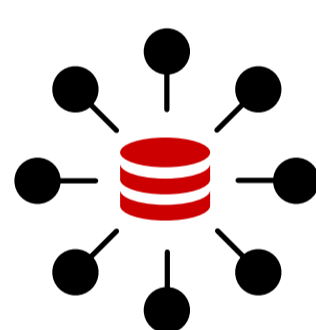
Provide **staff** with a more holistic overview of operations



Like our range of service offerings, our systems landscape is complex, with dozens of data management platforms used across different departments. We wanted a single, 360-degree overview of service operations across the whole enterprise to help our staff to serve customers even more effectively.

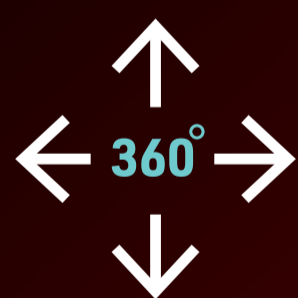
– Emanuel Zehnder, Head of Information Architecture, Swisscom Business Customers

The Solution



Create a central data hub with Pentaho Data Integration, a Lumada portfolio product.

The Outcome



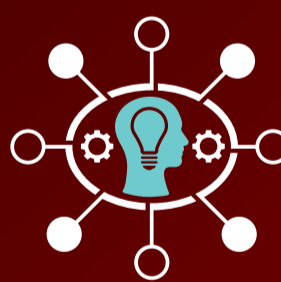
360-degree view of service operations



Real-time insight across 30 business units



Process more than 100 million data records daily



Greater insight empowers staff to deliver better service

[Click here to read the full case study](#)



We Are Hitachi Vantara

We guide our customers from what's now to what's next by solving their digital challenges. Working alongside each customer, we apply our unmatched industrial and digital capabilities to their data and applications to benefit both business and society.

Hitachi Vantara

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