



**The Path to the Cloud with  
Bucher + Suter and Webex Contact  
Center**

# Case Study



Helvetia, a leading Swiss insurance company with 4,000 employees in Switzerland, operates several contact centers with 400 agents handling approximately 1.2 million calls annually, alongside numerous digital inquiries in four languages. By integrating Salesforce, the Einstein AI-powered (soon to be Agentforce) platform, Cisco's Webex Contact Center, and a GPT-based voicebot solution, Helvetia successfully transitioned from an on-premises service center to a cloud-based service organization in 2024 and 2025.

## The results speak for themselves

**Significant cost savings, full omnichannel capabilities, enhanced data transparency, streamlined process optimization, and increased flexibility.** The migration was expertly guided by the engineering team at Bucher + Suter.



# Case Study



## The Challenge

In 2023, Helvetia initiated a company-wide shift to the cloud. To ensure a smooth transition, they chose to continue their long-standing partnership with Bucher + Suter and migrate from the on-premises Cisco UCCE system to Cisco's cloud-based Webex Contact Center. Webex CC met Helvetia's stringent security and stability requirements while offering an advanced, scalable platform.

As part of this transformation, the company aimed to create a fully integrated ecosystem combining **Salesforce, Webex Contact Center, Microsoft Teams Telephony, and a GPT-powered voicebot**. A key objective was implementing an efficient **Master Call Flow** in the cloud to enable seamless omnichannel capabilities across telephony, email, and other digital communication channels.



### PREVIOUS On-Prem UCCE

- ☒ Cisco UCCE On-Prem: Local, hardware-based system
- ☒ Limited scalability & flexibility
- ☒ Focus on telephony, limited omnichannel integration

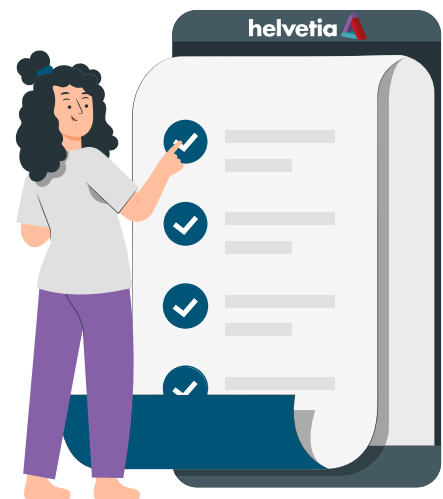


### AFTERWARDS Webex Cloud Contact Center

- ☒ Cloud-based & scalable
- ☒ Security & stability at the same level
- ☒ Integrated solution: Salesforce + MS Teams + Voicebot
- ☒ Efficient master callflow & omnichannel capability

## The Outcome

Through agile collaboration between Helvetia's IT and business teams and Bucher + Suter, the ambitious goals were successfully realized. Many service units are now live on Webex Contact Center, benefiting from the **flexibility to launch new service units and offerings in just 1-2 days**—a level of agility previously unattainable.



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"We are extremely satisfied with both Bucher + Suter as a partner and with Webex Contact Center. Together, we have successfully unified various specifications, systems, data, and teams into a highly effective, cloud-based digital service organization. Our Master Call Flow provides unprecedented flexibility, allowing us to implement new initiatives and respond to challenges in record time. With real-time data and automated reporting available via Power BI dashboards, we now have the insights we need at our fingertips.

Bucher + Suter provides exactly the right level of engineering support—it's a truly collaborative partnership with an outstanding price/performance ratio."

Frank Scherwey, Head of Operations Development, Helvetia Insurance Switzerland

## Next steps

Contact us today to explore how Bucher + Suter can help your organization achieve the same success in your cloud journey!

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