



Swiss Networking Day 2014

Fascination Collaboration: Success in Industry

Martin Wüthrich, CEO

Bucher + Suter AG



Noser Group

Noser Gruppe

AKROS AG

Software and Systems



Bucher + Suter

Intelligent Contact Centers



FROX

Communication



Nexus Telecom

Network and Service Investigation



Noser Engineering

Software Engineering and System Testing



Internal Service Provider for
Collaboration & Communication





IT @ Noser Group... ;-)

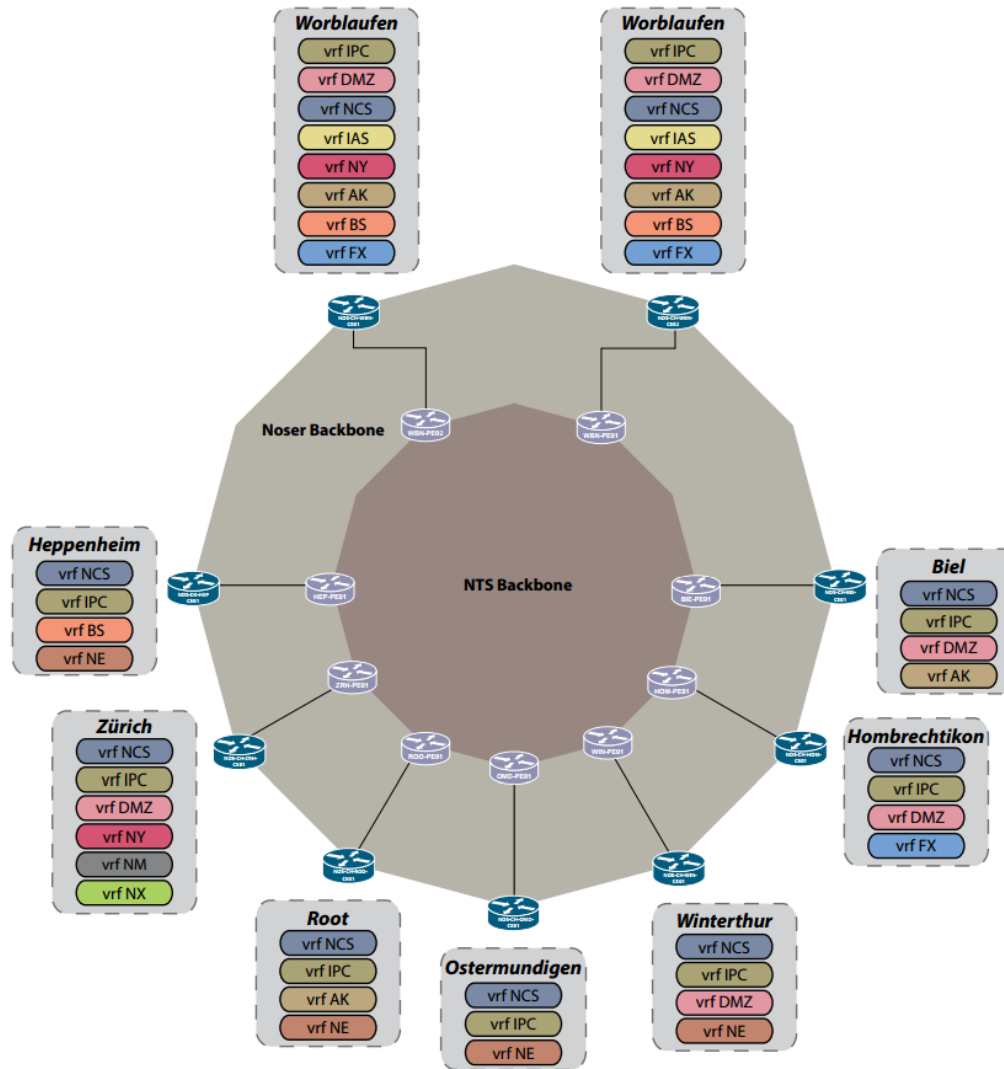


Foto: Ehapa Verlag/asterix.de

Wir befinden uns im Jahre 29 n. Noser Gruppe. Alle Firmen sind auf dem Noser Netzwerk. Alle? Nein! Ein von unbeugsamen Galliern gehaltenes Dorf hört nicht auf, dem Eindringling Widerstand zu leisten...



Noser Network





Bucher + Suter locations



Bucher + Suter AG
Switzerland

Bucher & Suter AG
Germany



Bucher + Suter Inc
US





Collaboration @ Noser Group

Tools

- **Devices**
 - Notebook
 - Mobile Device
- **Desktop Software**
 - Jabber
 - WebEx
- **Services**
 - Intranet
 - Private Cloud
 - CRM Cloud
- **Telepresence**

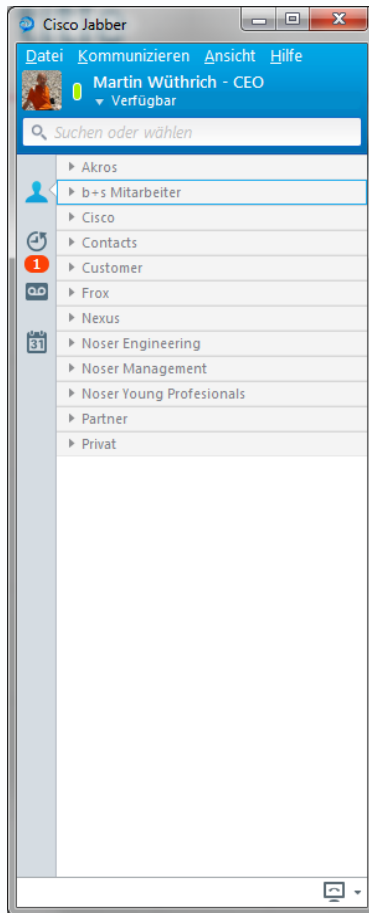
Culture

- **Communication**
 - Person-to-Person
 - In-person
 - Video Call
 - Audio Call
 - Chat / e-Mail
 - Team
 - In-person
 - Telepresence session
 - WebEx session
 - Conference call
- **Collaboration**
 - Intranet vs e-Mail



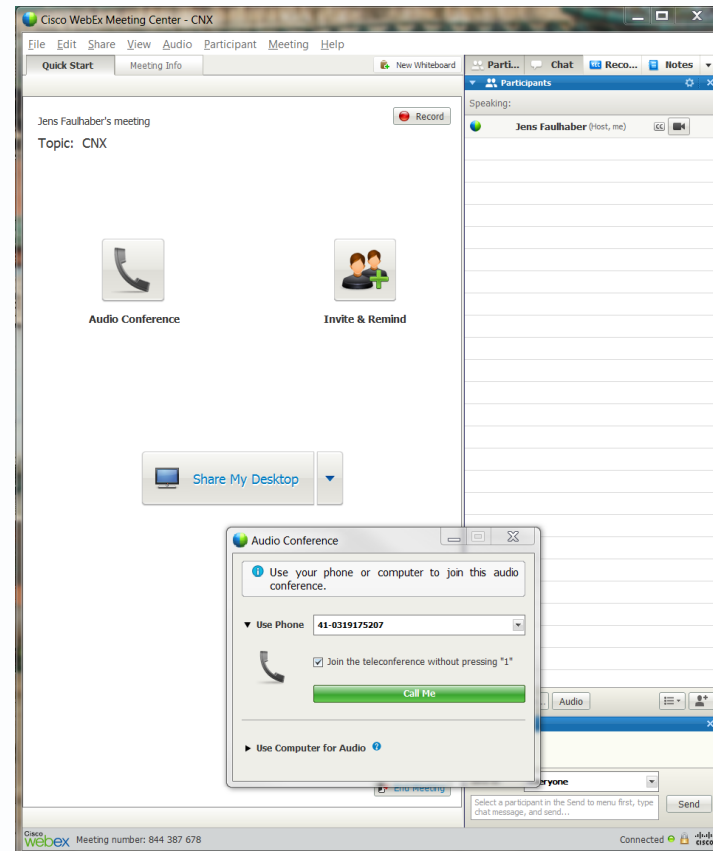
Desktop Software

Jabber



Chat, Voice&Video
(int/ext)

WebEx



Meetings & Events



Services

Intranet

The screenshot shows the Noser Group Intranet dashboard. At the top, there is a navigation bar with 'nosergroup', 'Spaces', 'People', 'Calendars', and a 'Create' button. Below this is a 'Dashboard' section with the title 'Noser Group Intranet'. It features three main cards: 'Emergency / Notfall' with a green cross icon and the text '...and act appropriately.', 'Intranet Introduction' with a person icon and '...and learn to use Confluence', and 'Housekeeping Rules' with a document icon and '...and start creating content.'. Below these is an 'Upcoming Events' section for '08 Thursday' in May, listing 'b+s Consultant Day' with a link to 'http://www.bucher-suter.com/news/upcomingevents/event...'. At the bottom, there are sections for 'Favourite Spaces' (listing 'b+s Global', 'Martin Wuethrich', and 'Noser Gruppe') and 'Site Spaces' (listing various departments like 'b+s Delivery', 'b+s Development', 'b+s Global', 'b+s MarCom', 'b+s Sales', 'b+s Support', 'b+s Tech Talk', and 'b+s TQMi').

«e-Mail prevention»
Transparency

Private Cloud

The screenshot shows the Noser Group Private Cloud login interface. It features a blue background with a white box at the top containing the 'NOSERGROUP' logo. Below the logo is a login form titled 'Private Cloud'. The form includes a user selection dropdown, a password field with a lock icon, a 'Speichern' checkbox, and a blue 'Anmelden' button. At the bottom of the form, there is a link that says 'Haben Sie Ihr Passwort vergessen?'.

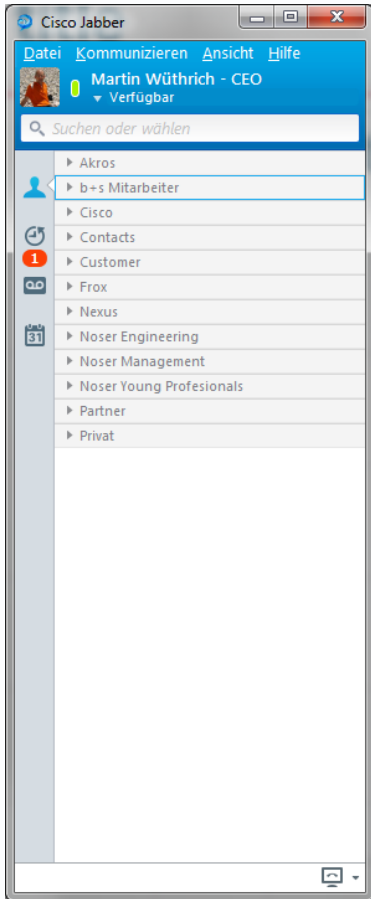
«Dropbox prevention»
Support nomadic workforce





Telepresence

Jabber



~450 Users

Personal TP



- ~ 20 Systems
- Europe
- APAC
- Americas

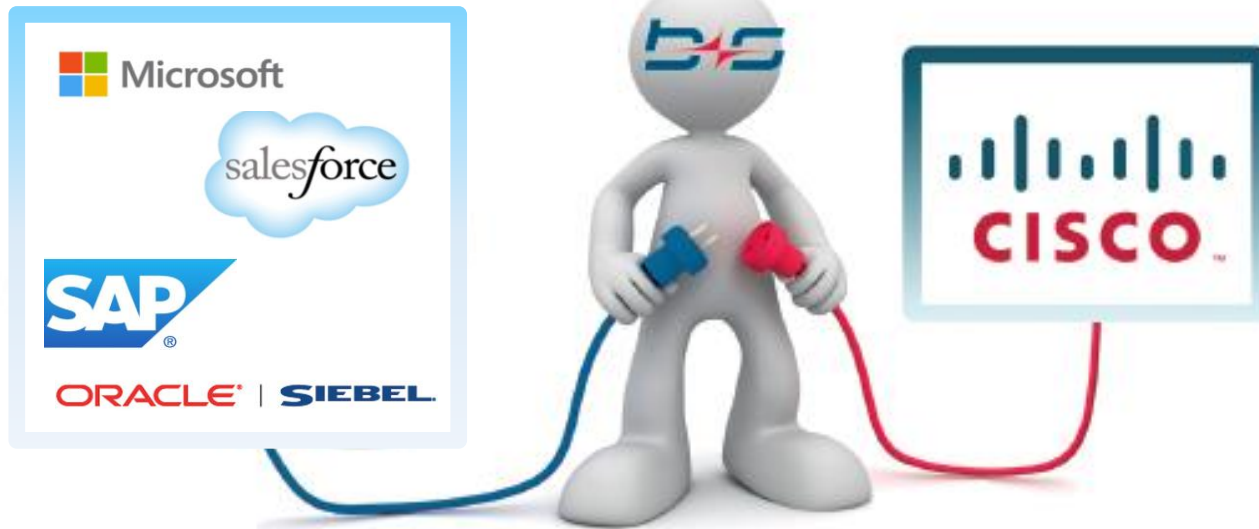
Telepresence



- ~10 Systems
- Worblaufen
- Zürich
- Winterthur



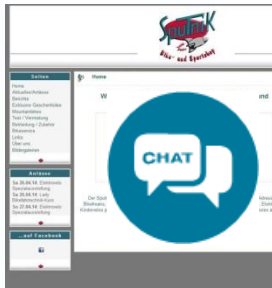
Success in Industry





Salesforce Integration

Customer



Sputnik Bikeshop

Sputnik Bikeshop
Contact Center

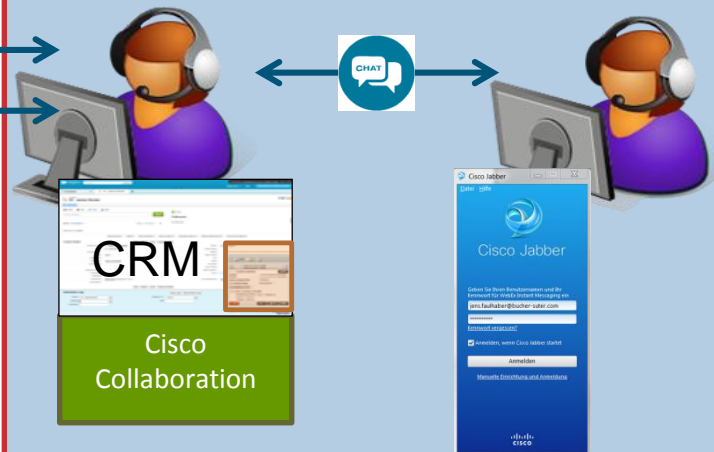
Service desk



Sputnik Bikeshop **Back Office**

expert

any user





Salesforce Integration

The screenshot displays the Salesforce Service Cloud Console interface. At the top, there is a navigation bar with the Salesforce logo, a search bar, and user information for Jens Faulhaber. The main content area shows a case detail for case number 00001135, owned by Jens Faulhaber. The case is categorized as a 'Break Issue' with a 'High' priority. The description includes a customer request for a solution and a video call. A video call window is overlaid on the right side of the console, showing a video feed of a man on a phone call. The window includes controls for 'End', 'Start Video', 'Mute', and 'Hold'. The call is identified as an 'Outgoing call' to the number 41319175208. The console also shows 'Additional Information' and 'System Information' sections.

Case Detail

Case Owner	Jens Faulhaber [Change]
Case Number	00001135
Contact Name	Martin Wüthrich
Account Name	Martin Wüthrich

Additional Information

Status	New
Case Origin	Web
Priority	High
Subject	Break Issue
Description	Hi Jens, pls contact me asap to check on an old break system. Customer asked to call him when we have a solution. The bike is here with me.. I can show you the breaks via video ... really strange model and quite old. Call me up whenever you have time this afternoon. Regards, David
Date/Time Opened	29.04.2014 08:59

System Information

Created By	Patrik Riesen, 29.04.2014 08:59
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Video Call Window

Start Activities Video

Outgoing call 00:20
41319175208

Info Call Video

End Start Video Mute Hold

faulj jens.faulhaber



Thank you for attending!

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