

Karlsruhe, 9 December 2009

Swisscom orders business conferencing system from Lindenbaum

The Karlsruhe-based company, Lindenbaum, has been commissioned by Swisscom AG, Switzerland's leading telecommunications provider, to install a business conferencing system for its customers. With Lindenbaum's conferencing system it will be possible to hold virtual meetings, sales events, product demos or training courses regardless of the number of attendees: i.e. for just a handful of guests or for large-scale conferences with several hundred guests. Participants only require a telephone and web browser.

Lindenbaum managed to acquire Swisscom AG as a platform customer for its "Business Conferencing" system in September 2009. Swisscom AG is Switzerland's leading telecommunications company.

Like other major service providers, Swisscom has been using Lindenbaum's telephone conferencing systems for many years now. The conferences are easy to organise and can be monitored and controlled via the telephone keypad or web browser. The only costs incurred by the participant are those of the call itself.

Swisscom is replacing its current platform so it can offer more than just audio conferencing. As part of this reorganisation, Lindenbaum GmbH was awarded the job of installing a new business conferencing system.

For premium providers such as Swisscom, security is just as important as service. Customers in the banking and insurance industry, for example, demand fully reliable conferencing services and 100% data protection in their high security networks. All customer requirements ranging from the self service portal to comprehensive live operator support during large-scale conferencing must also be satisfied. And of course, a Swiss conferencing system demands continual support in four languages.

Swisscom has worked in cooperation with Lindenbaum from the start. Experts in both companies specified the requirements for the integration of the system into Swisscom's infrastructure and carried out special modifications. The result was a concept precisely tuned to Swisscom's needs with a uniquely defined interface to the business conferencing system. "We are delighted about the ongoing partnership with Swisscom AG. We have enjoyed working closely with such a committed customer in order to implement the optimal solution" said Dr Ralf Nikolai, managing director of Lindenbaum GmbH.

Press information



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We would be pleased to receive a voucher copy.

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Lindenbaum GmbH is an independent software and consulting house in Karlsruhe, Germany. Prior to its change of legal status in March 2009, it was the Communications business segment of disy Informationssysteme GmbH. Its products and solutions are based on innovative ideas and state-of-the-art technology. Customers are enthusiastic about Lindenbaum's products as well as its after-sales support which seeks to further develop its products for the technical benefit of its customers. The company, founded in 1997, currently employs 40 people.

Since 1999 Lindenbaum GmbH (formerly known as disy Informationssysteme) has been developing telephone application solutions, with or without operator support. The Web&Voice platform combines the classic telephone with VOIP, and is the basis for the 24/7 operation of value-added services such as telephone conferencing, call centres and customized solutions. In 2006, Lindenbaum (then known as disy Informationssysteme) was awarded the Prize for Innovation by the German "Initiative Mittelstand" (a body promoting IT solutions in middle-sized industries) for its telephone conference system with application sharing. Its customers are international service providers, including several renowned carriers, and middle- and large-sized companies in various industries.