

SUCCESS STORY

Quellenhof-Stiftung
Installed by Sidler System AG



Since 1990, the Quellenhof-Stiftung (Quellenhof Foundation) has been committed to helping people with addiction-related problems, mental impairments or difficult life backgrounds and enabling them to participate in a self-determined working and private life. To this end, the Swiss foundation has various residential, work, support, and educational facilities. These include a carpentry workshop, several catering businesses, two socio-educationally supervised residential groups for adolescents and young adults, an inpatient addiction therapy and various teaching and vocational preparation programs. The aid organisation currently employs around 150 people.

The Quellenhof-Stiftung has been using peoplefone 3CX HOSTED since June 2023. What were the reasons for the change to peoplefone?

We have been using the 3CX software for five years. Until recently we did the hosting ourselves, but we had problems with the system again and again. At times there were interruptions when making phone calls. In addition, the hosting costs were high. The hosted service from peoplefone was therefore very convenient for us: The internal effort is very low; the service is good, and the costs are lower than if we had to provide our own resources.

Why did you decide to work with peoplefone?

We knew Michele Tremp from the installation company Sidler System AG from before, when he was still working for another company. And therefore, he knew us, our needs, and processes very well. Together we examined how we could relaunch our telephony - and that's when Michele Tremp brought peoplefone into play. In the summer of 2022, we got to know the company, and since June 2023 we have now been using the peoplefone 3CX HOSTED telephone system.

How did the changeover go?

Absolutely smoothly. The whole thing only took about an hour because the changeover was very well prepared by the two partners and by us. After the first few weeks, I can say that the system is always stable, and the voice quality is much better than with the old solution.

What are the concrete advantages of the new solution?

The SaaS (Software as a Service) offer is a big advantage for us because we no longer have anything to do with the operation of the system. If something is not working, we report it to peoplefone support. Or they see it themselves because they constantly monitor their systems. So, the telephony aspect is much more relaxed for us.

Were there also challenges with the change?

Well, we sort of switched from one solution to the same solution - from 3CX to 3CX. Many employees who were dissatisfied with the previous solution did not understand at first. It took a lot of communicative explaining and convincing. We had to reassure people again and again that things would be better with the new system.

The Quellenhof-Stiftung operates several buildings. To what extent did this influence the choice of telephony solution?

With 150 employees, we would actually be a classic SME. However, the diversity of our services makes us more of a mini company with different requirements and individual needs. Some employees prefer a classic desk phone, while others are satisfied with a mobile phone with integrated Microsoft Teams. It is essential for the Foundation that telephony works around the clock and that emergency organisation is always guaranteed. In addition, as an aid organisation, we are dependent on the most cost-effective offer possible. 3CX has all the above-mentioned functions and is very reasonably priced.

Hand on heart: What else would you like to see from peoplefone and Sidler System?

I would like peoplefone to offer a flat rate solution in addition to the minute packages. We had a flat rate with our former provider. That cost more at the end of the day, but it also gave us a certain budget security.

Would you recommend the two companies to others? Why (not)?

Absolutely, otherwise I wouldn't be giving this interview (laughs). We are currently pushing ahead with the further development of our IT and are already looking forward to examining new possibilities and technologies together with Sidler System and peoplefone.

Interview conducted with Jonathan Heimlicher, Head of Digitalisation and IT and Member of the Extended Executive Board at the Quellenhof-Stiftung