

## SUCCESS STORY

**Suisse-Nurse GmbH**  
Installed by IT-HelpPoint GmbH



Suisse Nurse is one of the leading personnel service providers in the Swiss healthcare sector and was founded in 2022. The two founders and managing directors, Günter Zierenberg and Björn Ruthardt, are proven experts in their field. With their many years of professional expertise and experience, they know how to present clients with tailor-made and solution-oriented approaches in the field of temporary assignments.

### **How long have you been using peoplefone as your provider at Suisse Nurse?**

We have been using peoplefone Direct Routing for Microsoft Teams for about three months.

### **What were the main reasons for switching to peoplefone?**

We were working closely with IT-HelpPoint GmbH for a while and wanted an internal and external communication solution via Microsoft Teams. Basically, we needed a central phone number so that we have a bundled channel to adequately respond to all requests - from employees and customers. In addition, we did not formally have a functioning telephone switchboard before. So, a completely new one had to be set up and a "new" service number generated.

### **What do you think are the advantages of this new solution?**

The new solution is maximally efficient, and the infrastructure works smoothly. The whole thing is very clear, calls can be held and forwarded without any problems.

### **How did the changeover go?**

There were no problems in the set-up and changeover, quite the opposite: the exchange between Suisse Nurse, IT-HelpPoint GmbH and peoplefone was terrific and incredibly fast. The latter was especially true when it came to establishing contact. This even led to a kind of friendship with Andreas Walther from IT-HelpPoint GmbH.

### **Were there any special challenges?**

We had to set up the non-existent telephone switchboard from scratch and put it into operation as well as link a service number to it. A service number that works perfectly around the clock is central in our company, both for our customers and for our employees. With the previous solution, calls could not be forwarded or could only be forwarded with difficulty. Another challenge was to train our employees in the use of the service number and Microsoft Teams.

**An important aspect was the good preparation by the installation company IT-Help-Point GmbH, namely Andreas Walther. How did you experience the cooperation with him and his team?**

The cooperation with Andreas and his team was very positive and professional. The high level of knowledge on the part of IT-HelpPoint GmbH was very pleasing, and they are also available around the clock for their customers. To be honest, I have never seen such a competent IT company. Their product «Work!Point», which we chose, is perfectly tailored to us: We got state-of-the-art equipment, various telephone numbers and everything was generated automatically. Since then, we have had nothing to do with it and can simply open a ticket if we have a problem.

**Suisse Nurse employees are on the road a lot - did this influence the choice of telephony solution?**

Yes, certainly. We needed a telephone switchboard where all employees can always be reached. Microsoft Teams is the perfect solution for this.

**Do you and the employees have any other special telephony needs?**

Not at the moment. But that can change if more employees or new requirements for the switchboard are added.

**In all honesty: What else would you wish for from peoplefone and IT-HelpPoint GmbH?**

That everything stays the way it is. The prices are very fair and transparent. The service you get for it is unbeatable. The proximity and contact with the customer as well as the quick problem solving are also praiseworthy.

**Would you recommend the two companies to others?**

Yes, without hesitation. We have already told another company about them - they were happy to take note.

*Interview conducted with Günter Zierenberg, CEO / Co-Founder at Suisse-Nurse GmbH*