EPOS

Case Study

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Switzerland

Sympany

Sympany is a Swiss health insurance provider. They use the EPOS Manager software to effortlessly maintain over 1,000 EPOS headsets.

The Challenge

Sympany relies on a virtualized desktop infrastructure (VDI). Their contact center employees access their softphone apps and functions by connecting to individual virtual desktops. This setup is highly secure and easy to administer centrally.

But it comes with a few unique hurdles:

- Hybrid work grew significantly during the COVID-19 pandemic. Today, employees increasingly work from home or other locations outside the office.
- It is critical to ensure all contact center agents have access to the latest firmware to ensure the best possible customer experience, especially when working from home.
- IT needs a way to easily manage 1000+ EPOS audio devices remotely.
- The chosen tool has to function equally well regardless of individual use cases – whether laptops or IGEL thin clients.
- Finding device management solutions that work well within a secure VDI environment can be difficult.

As outdated headset firmware was becoming a problem, there was a clear need for a device management tool that could resolve this in a frictionless manner.

Sympany

"EPOS Manager is a delight. We have immensely benefited from the central administration, saving a lot of time and effort"

Alexander Schmidt IT Manager at Sympany

The Solution

All of Sympany's calls are handled by Skype for Business and Microsoft Teams in combination with EPOS headsets. Equipped with the audio and speech optimizing IMPACT headsets, their contact center agents can control calls at the press of a button. EPOS headsets are engineered to be fully controllable with an array of Unified Communications (UC) solutions, even in virtualized environments.

One major benefit is the inclusion of complementary EPOS Manager software. Thanks to EPOS Connect's native integration with IGEL OS, EPOS Manager runs flawlessly in Sympany's VDI infrastructure. With a simple click in IGEL's Universal Management Suite (UMS), IT managers can enable EPOS Connect and remotely update headsets, optimize configurations, and monitor device usage in an instant.

Sympany

"EPOS Manager saves Sympany min. 250 work hours per update, equivalent to 11,000 USD in time costs saved.*"

The Outcome

Using EPOS Manager allows Sympany's IT Department to standardize their update process. This way, all employee headsets always have the latest firmware, bringing enhanced stability, improved audio, and bug fixes.

Sympany has realized the following benefits:

- **Huge time savings.** By managing 1000+ EPOS devices simultaneously, Sympany saves at least 250 work hours per firmware update, which is equivalent to about $11,000 USD* in time costs saved.
- **Simple administration.** The IT Department can easily manage all devices remotely from one central location. Firmware updates happen only when headsets are idle and can be scheduled for when they're most convenient.
- **Better configuration options.** EPOS Manager allows Sympany to adjust headset reach on the fly, optimizing for how crowded the call center is at any given time based on input from call center agents.

*Costs are approximate and may vary.

Customer
Sympany

Products Installed
IMPACT 660 and SDW 506x

Website
http://www.sympany.ch

Country
Switzerland

Industry
Insurance

Profile
Sympany has been committed to helping private individuals and companies for more than 100 years. It offers both health insurance and accident insurance as well as property and liability insurance. Its head office is in Basel.

Sympany

EPOS VDI Solutions

The EPOS VDI Solution is fully tested and interoperable with IGEL OS and other primary VDI OS providers. This gives IT administrators the ability to leverage the device management features of EPOS Connect on the most common VDI OS and to administer devices via the EPOS Manager.

Interoperability with leading UC solutions in VDI setups

EPOS has enabled full call control and plug-and-play audio in Linux-based environments for the most common UC solutions, including Webex, Cisco Jabber, and Skype for Business.

EPOS Digital Solutions

EPOS Manager is a cloud based or on premises web application used by IT administrators to manage the EPOS devices deployed within the organization.

EPOS Connect is a client application that must be installed and running on a VDI endpoint (thin client). EPOS Connect enables the asset management features handled by the IT administrator through the EPOS Manager UI. This includes firmware updates, settings configuration, and device monitoring.

EPOS and IGEL: A Strong Partnership

EPOS is working in close collaboration with IGEL, leveraging synergies to enable a seamless and intuitive experience for VDI setups.

- EPOS Connect is natively integrated into IGEL OS, which enables you to administer and optimize EPOS devices across your entire organization using EPOS Manager.

- EPOS is an ADVANCED level partner in the IGEL Ready program, a growing ecosystem of IGEL OS-verified solutions. A variety of EPOS devices are now IGEL READY certified, meaning they go through extensive testing to ensure a high-quality audio experience.

Read more about EPOS collaboration with IGEL OS:
eposaudio.com/igel

Sympany

IMPACT 660

Benefit from outstanding audio in dynamic office spaces with the premium wired IMPACT 600 Series. Flawless sound is created by EPOS Voice™ technology, Active Noise Cancellation and an ultra noise-cancelling microphone for incredibly accurate and clear communication. Benefit from reliable, high-quality materials with a headset crafted to perfection, and enjoy easy call handling and all-day comfort to boost your productivity. This is a headset that says you put your people and your customers first.

See more at
eposaudio.com/impact-600

IMPACT SDW 5066

IMPACT SDW 5066 is a double-sided wireless DECT headset for modern office professionals, providing next generation communication quality, future-proof device flexibility, all-day wearing comfort and advanced security to modern work environments. For all-day users, talk time is extended through increased battery performance and comfort enhanced with headband wearing style and soft leatherette ear pads. IMPACT SDW 5066 meets the challenges of evolving modern workplaces by providing a communication tool that lives up to users' expectations for multi-device usability, security and seamless customer interaction.

See more at
eposaudio.com/impact-sdw5000