

# MIGROS BANK

Add-On Products customer case study

## MIGROS BANK

### Overview

**Country:** Switzerland

**Industry:** Financial Services

**Customer profile:**

Migros Bank was established in 1958, has over 800.000 customers and 69 branches in Switzerland.

They are based in Zürich as a part of Migros Retail Bank. In Zürich they have an internal call center where they book mortgages and loan appointments for their clients.

Read more about Migros Bank  
[www.migrosbank.ch](http://www.migrosbank.ch)

**Business situation:**

Migros Bank was searching for a system that could handle all client appointments and which would book directly in the bank advisors' calendars and that customers would then receive a confirmation automatically. The booking system also needed to be fast enough to avoid double bookings.

### WebTeam Central simplifies the booking process with clients

"One of the greatest benefits is the quick and intuitive booking feature. This works great from both our customers' and consultants' point of view. We no longer experience double bookings and we don't have to do any further confirming with clients regarding appointments. The simplified contact with clients is a win-win solution"

#### Alain Bitz, Migros Bank

Migros Bank booked around 4-500 appointments in January 2015 and around 240 appointments in October 2015. It depends on the season so according to Mr. Bitz, they book on average 10-12 appointments each day.

Before we had WebTeam Central implemented our clients contacted our call center with their information and it was then registered in our internal response system. The disadvantage to that system was that our clients had to speak to different people and we didn't always know if a client made an appointment or not explains Mr. Bitz.

One of our requirements for the system was that we should be able to book appointments while having the customer on the phone. This means that bookings would be made directly in our bank advisors' calendars and that customer would then receive a confirmation automatically. The system also had to be fast enough to avoid double bookings.

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## Solution:

The solution was WebTeam Central. All appointments are booked in WebTeam Central and are automatically registered in Outlook. The clients don't have to accept the appointment and with the simplified client contact double bookings are avoided.

## Advantages:

- Simplified contact with clients
- Great overview of appointments
- Avoid double bookings
- Check bookings directly
- Able to sort by branch

## Information

Read more about Add-On Products

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Read more about Migros Bank  
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The main reason for us choosing WebTeam Central was the search mechanism and that we can sort through the calendars by branch location. On the other hand there was not really any other variable alternatives on the market so the decision was very easy.

We use WebTeam Central to book appointments for our clients as it is integrated with Microsoft Exchange and therefore automatically registered in Outlook. It gives us more structure, we use less time and everything is much more centralized. These are the main reasons why we use WebTeam Central said Mr. Bitz.

One of the greatest benefits is the quick and intuitive booking feature. This works great from both our customers and consultants' point of view. We no longer experience double bookings and we don't have to do any further confirming with clients regarding appointments. The simplified contact with clients is a win-win solution.

I really like WebTeam Central and I think the best feature is that it works fast and we can have an overview of what is going on and what you have booked at all times.

According to Mr. Bitz, WebTeam Central is one of the best applications they use in their organization.

When asked about Add-On's Support Mr. Bitz responds: "it's working fine. We experienced some technical problems and your Support was helpful and we solved the problem straight away".

It is not easy to change a system in a bank but we would definitely consider implementing other products if you have a solution that will suit our needs said Mr. Bitz.

WebTeam Central is a great solution and I would definitely recommend Add-On Products to others" Mr. Bitz finishes.

## Facts about WebTeam Central

Get an overview of multiple calendars and plan meetings when you are out of the office with WebTeam Central. WebTeam Central is web based calendar software that improves communication, allows for more efficient scheduling within your organization, and provides you with the flexibility needed in today's mobile environment. WebTeam Central offers most of the same user-friendly, timesaving features as Exchange Central.

## Facts about Add-On Products

Add-On Products improves scheduling and distribution of information for Microsoft users worldwide. As an industry leader in developing add-on functionality for Microsoft Outlook and Exchange, we also offer custom-made solutions for our clients. Listening to clients and analyzing market trends closely has given us an edge in developing award winning solutions that are saving our customers time and money.

Our product portfolio:

- Resource Central - booking of meeting rooms, cars, catering and extra services
- Exchange Central - consolidation of colleagues and internal calendar resources
- WebTeam Central - web based consolidation of colleagues and internal calendar resources
- Mailbox Central - manage the companies email signatures
- Ariadne and Digital Sign Service - digital sign- and multimedia solution for electronic signage