



POWERING HYBRID WORK IN MUNICH'S MUNICIPAL UTILITY COMPANY

CUSTOMER'S NAME

Stadtwerke München (SWM)
www.swm.de

CUSTOMER'S LOCATION

Munich, Bavaria, Germany

CUSTOMER'S INDUSTRY

Energy and Infrastructure

CUSTOMER'S CHALLENGE

SWM's objective was to standardize its digital communications, with Microsoft Teams chosen as the preferred collaboration platform across the company. The pandemic increased the urgency of this project's implementation.

POLY SOLUTIONS

- Poly Studio X50
- Poly Studio
- Poly Trio C60

POLY'S IMPACT

Poly's Microsoft Teams certified, pro-grade devices and solutions ensured the transition to Microsoft Teams was easy, fast, and smooth, with employees rapidly adopting technology that simplified collaboration, regardless of location.

KEEPING MUNICH CONNECTED IN A HYBRID WORLD

With around 10,000 employees, SWM (Stadtwerke München) is one of the largest municipal companies in Germany. SWM is fully owned by the state capital of Munich and supplies the city with energy in a safe and climate-friendly way as well as pure drinking water sourced from the Bavarian Alps. SWM is also expanding the fiber-optic network in Munich through its telecommunications division, M-net, while its infrastructure branch, MVG, is responsible for city-friendly mobility, providing subway, bus and streetcar, and modern mobility solutions. SWM plays a significant role in the provision of municipal public services and contributes to the economic strength and quality of life in Munich and the region. SWM is also involved in education and social affairs, making it one of the largest employers in Munich. To enable employees to seamlessly collaborate in a hybrid way, SWM was seeking the best technology to standardize its communications structure around Microsoft Teams.

FAST AND SMOOTH TRANSITIONS TO MICROSOFT TEAMS WITH POLY

The pandemic accelerated the digital transformation at SWM, which quickly switched to a hybrid way of working. But the utility wanted a hybrid work model that would last beyond the pandemic and took a longer-term approach to transitioning to Microsoft Teams as the preferred collaboration platform. The decision was made to implement high-quality Microsoft Teams-certified communication solutions for employees. After a test phase at the end of 2021, SWM opted for Poly, the leading global provider of communication and collaboration solutions for Microsoft Teams.



“Poly’s solutions support all work situations - from home office to remote work to hybrid working. At SWM, some employees are on-site 24/7, while others have a rotating workspace. With Poly’s solutions every conceivable scenario is covered and all employees can connect and collaborate, at all times, no matter where they work from.”

- Atakan Cakir, Microsoft Teams
Architect at SWM

SEAMLESS COLLABORATION, ANYWHERE, ANYTIME

SWM already had positive experiences with Poly’s solutions. Internal IT infrastructures were optimally prepared for new devices and technologies which made their implementation into daily work routines smooth and fast. Poly’s support team remained on hand to assist any employees with technical questions. Poly solutions have made it much easier for employees to participate in meetings – whether in the office or out in the field. Thanks to user-friendly devices, participants can be added to a video conference with just one click. And thanks to high video transmission quality, more of SWM’s employees use cameras now.

HYBRID COLLABORATION BEYOND THE PANDEMIC

In addition to the UC technology already in place, SWM is planning to remodel its offices to better integrate Poly Studio X70 and further optimize communication infrastructures. This will ensure that the SWM is well prepared for the future challenges of digital collaboration on a daily basis.

LEARN MORE

For more information on SWM visit www.swm.de

