

SUCCESS STORY



JUDO Wasseraufbereitung AG Installed by xinfra gmbh

The family business JUDO was founded in Düsseldorf in 1936. The company is a pioneer in the field of water treatment. Its products include protective filters as well as softening and limescale protection systems. Since 2010, JUDO has been represented in Switzerland with an independent sales and customer organisation. The branch in Liestal (BL) currently employs 16 people. JUDO also has branches in Austria, France, Belgium and Canada.

JUDO has been using peoplefone since July 2024. Why did you look for a new telephone provider?

Our old system had reached its End-of-Life, and the hardware was already 14 years old. We were therefore looking for a new overall solution that offered both landline telephony and mobile telephony. I was not familiar with peoplefone, but one of our suppliers recommended the installation company xinfra to us, which in turn suggested peoplefone as a partner.

What ultimately tipped the scales in favour of working with peoplefone and xinfra?

We had good discussions right from the start. We were also impressed by the price/performance ratio of peoplefone. So far, I am very satisfied. It works well, and the support is competent, uncomplicated and always available.

Why did you choose a 3CX telephone system?

Our IT runs via our parent company in Germany and the security regulations are very high. It was therefore important that the new virtual solution fulfils them. xinfra advised us very well in this regard and proposed a suitable system in the form of 3CX. Another requirement on our part was that our office staff could make calls via the screen and with headphones, while our technicians could continue to work with their iPads.

You mentioned it: when you switched to peoplefone, you also had the mobile numbers ported so that your employees now make calls with peoplefone Fixnet and Mobile. How satisfied are you with the new set-up?

To be honest, we were a little skeptical at the beginning as to whether it would all work. After all, we are one of the first peoplefone customers to use this service. But I can say that everyone likes the new set-up, and it works perfectly. The performance with the Europe-wide data volume is there and the calls work perfectly on all the devices we use: computer with headset, iPad and mobile phone.

What special telephony requirements does your company have?

We must be available around the clock, which is why calls at weekends and on public holidays are diverted to our two on-call numbers. This redirection is already set up in the new system but must be done manually. Our employees also appreciate knowing who is present or absent and when. This is clearly visible in the 3CX solution.

How did the changeover go? Did your employees notice anything?

The changeover went smoothly. After we received the SIM cards, I informed our employees by e-mail. They then carried out the changeover themselves, which went smoothly in most cases.

Interview with Franz Brunner, Managing Director of the Swiss branch of JUDO Wasseraufbereitung AG.