

SUCCESS STORY

hpSun AG **Installed by Vogt Elektro AG**



The company hpSun AG, based in Steffisburg in the canton of Bern, provides a transport service for pupils at the curative education school in the Thun region (HPS) and Sunneschyn Steffisburg. The company was founded in 2016 and currently employs around 50 people and transports 250 children every day.

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

Our company has grown steadily over the past eight years. My Co-Managing Director Martin Stricker ran hpSun alone for a long time. When I joined in May of this year, we quickly realised that we needed a new, practical telephony solution. Our old solution was complicated and left little room for manoeuvre. For example, with peoplefone HOSTED we can now pre-programme call forwarding so that all calls are received by Martin or me - depending on who is responsible for the day.

How did you hear about peoplefone?

The installation company Vogt Elektro recommended peoplefone to us because they have a close working relationship. After getting to know the people responsible and comparing them with other providers, we decided in favour of peoplefone. Here at our head office in Steffisburg, we use peoplefone HOSTED, while our drivers use peoplefone MOBILE.

What convinced you about peoplefone's offer?

On the one hand, the fact that with peoplefone we can make business and private calls with just one device. I used to always have two mobile phones with me. This also includes location-independent telephony, which is particularly important for our drivers. Today, it is also more 'common' with the outside world: the parents and teachers of the pupils we transport only have one number that they can contact if necessary. On the other hand, the price also played an important role - peoplefone was cheaper than other providers we looked at.

How did the transition go?

It was a simple matter. Our contact at Vogt Elektro came round for an afternoon during the school summer holidays to set everything up. He explained the most important functions that we could set ourselves. After that, the new system was up and running.

Were there any reactions from the employees?

Not much has changed for our drivers. All they had to do was insert the new SIM card into their mobile phones. José Jiménez from peoplefone made excellent preparations for porting the telephone numbers in advance. In the meantime, we applied for a few additional mobile subscriptions, with the two end digits of the phone numbers corresponding to the number on our vehicles. This is particularly practical because we use one mobile phone per vehicle.

How do you rate the cooperation with the installation company Vogt Elektro and peoplefone?

It was important for us to choose an installation partner from the region. We are very satisfied with how the changeover went, even if the initial outlay had its price. With peoplefone, we appreciate the support and the short lines of communication. With José Jiménez, we always have the same contact - and he always responds quickly and competently to our questions.

Is there anything else you would like to see from your partners?

It would be great if we could always see our current telephone costs in a customer portal. As far as I know, such a feature is already in the works in the peoplefone portal.

Interview with Michel Joss, Co-Managing Director at hpSun AG.