

Connect Box – Simultaneous launch of a New Broadband Gateway in Switzerland and Austria



upc is one of the leading telecommunication service providers in Switzerland and Austria. As part of the Liberty Global group, serving 27 million customers in 14 countries (as of September 2015), we provide our market-leading products through next-generation networks and innovative platforms connecting almost 3 million residential and business customers, in Switzerland and Austria. Next to our innovative and enhanced video products, including the revolutionary media and entertainment platform Horizon TV, our next-generation broadband internet services deliver market-leading downstream speeds of up to 500 Mbps and our feature-rich VoIP telephony is accompanied by mobile voice and data services.

Objective

Operating in the very competitive and demanding swiss and austrian markets, maintaining a strong pace of product evolution while ensuring optimal time to market is not only important, it is decisive. The Connect Box was the first broadband gateway simultaneously introduced across the 14 geographies Liberty Global operates in. Such a program demanded dedicated focus and skills in country to align and manage the local deployment with the central product delivery organization.

Initial Situation

With a heavily populated portfolio of innovative and business strategic initiatives, the Business Deployment team required additional qualified and experienced hands on the job.

milestone p.o.e. ag

Relying on earlier successful collaborations, upc turned to milestone p.o.e. ag to source the required resources. Their Project Manager was onboarded in April 2015 and rapidly managed to structure the program and establish strong communication lines across the virtually geographically dispersed teams. In time, he managed to also build good working relationships with key stakeholders that have proven instrumental in the timely and successful simultaneous launch of the Connect Box in Switzerland and Austria.

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*Ivo De Blasi,
VP Business Deployment
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„Collaboration with milestone p.o.e. ag has helped us to rapidly staff the team with the qualified and experienced resources required to keep the focus on all ongoing initiatives. In dynamic markets such as ours, adjusting to demand needs is as important as having and maintaining a strong team.“

milestone^{p.o.e.} ag

Mitten im Projekt.