

SFS EUROPE SA: technology, but also service!



Securities & Financial Solutions (SFS) Europe SA is an insurance broker firm. True strategic heart of the SFS group worldwide, SFS Europe SA currently counts a hundred employees in Luxembourg. A rapid growth and development on the territory, which had to be answered by highly effective communications solutions, including the ability to maintain an active relationship with the other subsidiaries of the group, and with customers and partners.

The challenge: ensure a both permanent, comprehensive and flexible communication solution in a very short timeframe

An important group, active worldwide, with a strategic pole in Luxembourg has very specific requirements concerning communications and telephony in particular. The rapid expansion of the structure and consequently of the new headquarters in fact generated a time constraint that had to be managed, while offering the best tools on the market. Moreover, with a view on the various audits performed by the inspection and surveillance bodies, was to guarantee the total confidentiality of the communications.

Finally, the notion of service, placed at the centre of the request too, had to be guaranteed by a highly qualitative, simplified and proactive business relationship. What could satisfy all these requests, while providing a clear, concise and comprehensive solution? Telindus Telecom U-touch, the telephony solution in the Cloud, is, by its design, its flexibility but also its scalability, able to fully respond to the issues of growing companies such as SFS Europe SA.



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The Telindus solution: help the business grow with a global and financially attractive solution

Companies, for whom technology, IT or communications are not the core business, wish to free themselves from this often binding burden (through the selection of different and varied service providers, the selection of hardware, the maintenance or upgrade of their equipment and programs).

This is one of the reasons why SFS Europe SA opted for the U-touch Telecom Telindus solution, able to provide the most recent communication and telephony tools while containing costs. Furthermore the U-touch solution is also capable of adapting to the business growth by delivering the service through mutualized platforms, with the complete set of VOIP features (messaging,...).

All this would have been nothing exceptional without the "service" dimension which is intrinsically linked to Telindus Telecom U-touch: a Single Point of Contact to facilitate exchanges and requests, so as to ensure a rapid and efficient response, but also and especially, the ability to anticipate the needs of the company throughout its development.

This quality dialogue is an essential part of the relationship, based on a win-win principle that has already proved how effective it can be over time.

The company grows and evolves, and knows it can count on a partner that will answer its needs by providing it with the best solution at a predictable cost.



The result: Telecom Telindus U-touch supports SFS Europe SA during its growth

In a very short time frame, set by the installation of the new headquarters in Luxembourg, the Telindus Telecom U-touch solution could rapidly be deployed within the company, both in terms of equipment with high-end devices capable of meeting all the needs for secure communications of the SFS Europe SA teams, and in terms of service with powerful tools, functional and efficient throughout the information.

SFS Europe SA can thus rely on a both sustainable and scalable partnership with Telindus, who has the ability to listen and is always focussed on the service quality, based on technological innovation.

SFS EUROPE SA in a Nutshell

SFS Europe SA is an insurance broker firm.

SFS, with a network of 49 representations in 10 countries, offers a personalized service to real estate professionals, construction companies and individuals.

It consists of 240 employees worldwide and it set up its new head-office in Luxembourg.



"Telindus has been able to provide us with a clear, precise and thoughtful solution all of it within budget restrictions and deadlines: what more could we ask for?"

Monsieur Gregory Scattolo
Managing director

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