PRODUCT DEVELOPMENT OF AN ALARM SOLUTION FOR SWISSCOM

Swisscom sought a new solution for business customers aiming to professionalize their alarm processes for emergency and crisis management. With eAlarm crisis, adesso Schweiz developed a stable, high-performance, and scalable solution that supports predefined alert scenarios, enables rapid response in emergencies, and helps manage crises more efficiently.

CHALLENGE

SOLUTION

BENEFITS

In emergency and crisis management, every second counts – hence the solution must alert users quickly, securely, and in a targeted manner. The application should be intuitive to use on both web and mobile devices.

Different customer requirements should be flexibly accommodated through simple configuration options.

Maximum compatibility is also expected: the solution should function independently and be seamlessly integrated into existing systems.

To meet the high demands for security, availability, and user-friendliness, adesso Schweiz developed **eAlarm crisis**, a powerful application. The solution is based on modern cloud-native architecture and guarantees high availability and maximum reliability thanks to 24/7 operation.
An eight-person team of specialists completed the project using an agile approach. Close coordination with the customer enabled the application to be implemented flexibly and iteratively.

With **eAlarm crisis**, Swisscom end customers have an alarm solution that is flexible and offers maximum reliability:

> Central triggering and management of various alarm options

> Alerts via SMS, app, or email

> Alarm logic and data are managed through a web portal

> Mobile app for receiving alerts and retrieving operational information

> Multi-client capability allows use by multiple organizations simultaneously

MORE ON THE SOLUTION

The team worked both on-site at the customer's premises and at a nearshore location. Project responsibility was based in Switzerland, and communication and documentation with Swisscom were conducted exclusively in German.

Based on Swisscom's requirements, a product was developed that is offered as a SaaS solution to national and international customers and is operated entirely from Switzerland with local data storage. Due to continuous development and modernization, there is no technical debt typically found in systems of this size and age.

METHODS AND APPLIED TECHNOLOGIES

The seamless integration of proven methods and reliable technologies formed the backbone of the successful project. Through an agile, collaborative approach, targeted and cost-efficient use of nearshore resources, and a modern technology stack, the team succeeded in developing a tailor-made solution.

Kubernetes | Springboot 3 | Java 17 | Microservices Architecture | Angular 14 | Jenkins Pipelines | Docker

Monitoring: Prometheus | Grafana

Logging: Splunk

Database: DB2, PostgresSQL | Kafka | WebSphere

> *" The collaboration with adesso was always based on partnership. The approach with distributed teams was very straightforward and proved effective. The solution was implemented in a modern and reliable manner*
>
> **Emmanuel Lachat,** Head of Alarming Business, Swisscom AG

ABOUT THE CUSTOMER

Swisscom is the leading telecommunications and one of the top IT companies in Switzerland. Outside Switzerland, Swisscom is present in Italy with Fastweb. In 2024, it generated revenue of CHF 11,036 million with over 19,000 employees. Swisscom is one of the most sustainable and innovative companies in Switzerland.

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