Integrated Communications Solution for the Frutiger Group



Frutiger Group: A Swiss construction company with a long history

Client:	Frutiger Group
Industry:	Construction Company
Company size:	About 2,600 employees
Country:	Switzerland
Year:	2026

www.frutiger-gruppe.com

A Seamless Transition: How Frutiger Is Replacing Its Traditional Phone System With Microsoft Teams

The leading Swiss construction company, the Frutiger Group, uses Microsoft Teams for internal collaboration. To further increase flexibility and consolidate communication onto a unified, cloud-based platform, TwinCap First implemented the migration to Microsoft Teams telephony.

The biggest challenge was replacing the existing on-site phone system while ensuring full operational readiness for hundreds of employees. By using Direct Routing and an intelligent, phased rollout, Frutiger was able to optimize location-independent accessibility and sustainably reduce IT complexity. This allows the company to remain just as agile in its administrative operations as it is on the construction site.



From office administration to project management on the construction site – the cloud-based solution brings together all technical staff at the Frutiger Group on a single, unified communication platform.

"TwinCap First's technological depth and integrated add-ons were decisive factors. The phased migration using intelligent routing allowed us to make the leap to modern telephony while maintaining full operational readiness."



Franziska Zurbrügg-Lüthi
Head of IT

Products

Easy Calling
for Microsoft Teams

Easy Lookup
for Microsoft Teams

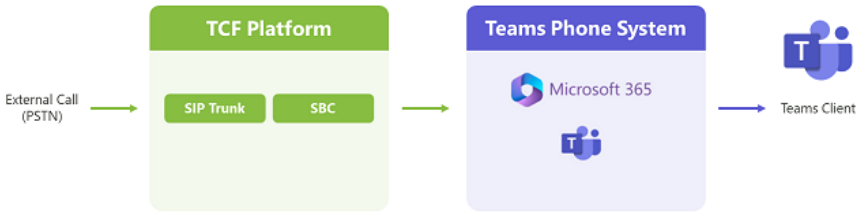
Services

Microsoft Teams

Microsoft 365

The Challenge: Loss of Efficiency Due to System Disconnects

The Frutiger Group faced the challenge of a fragmented communications landscape. While some employees were already using Microsoft Teams, the majority were tied to a traditional, location-based phone system (PBX). This dual-system setup prevented valuable synergies and made location-independent collaboration significantly more difficult. In addition, maintaining the local hardware resulted in a high administrative burden and unnecessary costs.



As one of the first Teams providers (since 2018), TwinCap First delivers a comprehensive, Azure-based solution from a single source—including a redundant SBC platform, SIP trunks, and certified Microsoft expertise.

The Solution: An Integrated Communications Ecosystem from a Single Source – Seamlessly Migrated

To modernize its communications, the Frutiger Group, in collaboration with TwinCap First AG, migrated its entire telephony infrastructure to a fully integrated Microsoft Teams cloud solution. To ensure uninterrupted service throughout the transition, a hybrid migration approach was chosen. The implementation includes the following key features and benefits:

- **Smooth rollout:** By using intelligent Session Border Controllers (SBCs), the legacy system and Microsoft Teams were able to operate in parallel over a period of several months. This approach allowed for migration at the company's own pace, without any disruption to customers or construction sites.
- **Intelligent routing:** The system automatically detects whether a user has already been migrated and forwards calls either to the modern Teams app or to the legacy system.
- **Full integration:** Telephony is now seamlessly integrated into the Microsoft 365 ecosystem, unifying collaboration across desktops and smartphones. Efficiency is further enhanced through call recognition (Easy Lookup) and the use of additional add-ons like Easy Calling.
- **Enterprise platform without hardware:** Our cloud infrastructure eliminates the need for investments in and maintenance of on-premises SBC/PBX systems.
- **Microsoft expertise & support**: Personalized support from certified Calling Specialists throughout the entire project and during operation.

Interested in the Easy Call Report?

Book an appointment or a 30-day trial version with us. We look forward to hearing from you.

Book a call | Book trial version

Locations

TwinCap First AG
Richtiring 26
8304 Wallisellen

+41 44 666 50 50

TwinCap First GmbH (DE)
Bahnhofstrasse 32
72458 Albstadt

+49 7431 893 99 60

Mail: info@twincapfirst.ch
Website: www.twincapfirst.ch