

Creating an inspiring, modern headquarters with advanced technology

Zurich Insurance Group chose Dell Technologies to support new ways of working at its innovative, sustainable Quai Zurich Campus.



Customer profile



ZURICH

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Head of Digital Workplace Transformation,
Zurich Insurance Group

Business needs

With its redevelopment of its Mythenquai headquarters, Swiss insurer Zurich also wanted to transform its overall office environment — enabling employees to more efficiently collaborate and innovate. At the same time, Zurich looked to technology including IT to help meet its sustainability goals and underscore its commitment to the planet.

Business results

- Creates flexible, open workspaces for collaborative, hybrid work.
- Enables employees to be more productive from anywhere.
- Ensures people have the right tools and office environment to thrive.
- Supplies personal IT to complement the campus' unique sustainability standards.
- Benefits from long-time Dell Technologies relationship for peace of mind.

Solutions at a glance

- [Dell Latitude laptops](#)
- [Dell 34 curved video conferencing monitor](#)
- [Dell keyboards and mice](#)

Zurich Insurance Group is a leading 150-year-old multi-line insurer that serves corporate and retail customers worldwide. With approximately 60,000 employees, Zurich provides a wide range of property and casualty as well as life insurance products and services in more than 200 countries and territories.

Zurich's impressive headquarters was considered a splendid achievement when it opened in 1901. Subsequent modernizations followed over the years. In 2012, planning began for a multi-year redevelopment and refurbishment to restore the historic structures and update other aspects of the property to accommodate many changes in how we work.

To give employees the latest tools, Zurich looked for the best technology solutions. The insurer chose Dell Latitude laptops, Dell 34 curved video conferencing monitors and Dell keyboards and mice.

Creating collaborative, hybrid workspaces

With its 1,500 headquarters employees offered the flexibility of hybrid work, the firm's Quai Zurich Campus features a largely open floor plan with only around 1,000 modular desks. But because each employee has a modern laptop and other tools, people can be productive from anywhere — in a meeting room, when traveling or at home.

"Dell Latitude laptops supported the shift from audio to video conferencing," says Oliver Tschichold, head of digital workplace transformation at Zurich. "Today, we can collaborate or run Teams conferences from anywhere."

Another important component of Zurich's implementation is its monitors. The 34-inch curved video conferencing monitors are certified for Microsoft Teams calls — with integrated pop-up camera, dual speakers and noise-canceling microphones to eliminate extraneous chatter.

"The Dell 34 curved video conferencing monitors have really been heaven-sent as people have returned to the office," Tschichold relates. "The full HD video is excellent. In private offices, the audio bar lets executives work without a headset. And integrated docking stations with various connectivity options are a big plus."



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The final pieces of the puzzle are high-quality Dell keyboards and mice. With the continuing emphasis on sanitized workspaces, every Zurich team member has a personal keyboard and mouse, customized to the language they use. These are kept in lockers and can be moved to wherever needed when the employee arrives.

Taking sustainability to a higher level

Zurich believes in empowering its employees to take action for the planet and is leading by example.

At its Quai Zurich Campus headquarters, this includes heating and cooling spaces with water from nearby Lake Zurich — a practice that dates back to the middle of the last century. The latest innovations are a stunning prism glass façade used to reduce energy consumption, solar panels to generate electricity, smart windowpanes that help control inside temperatures, smart sensors to monitor air quality, rainwater collected for sanitary systems, and greenery in many open spaces to capture CO2 emissions.

This commitment to sustainability carries over to Zurich's IT. "We only invest in technology that complements our goals," explains Tschichold. "We require vendors to submit sustainability documentation before any purchase, which was easy for Dell Technologies because of its similar vision."

Building a beneficial relationship

Throughout the Quai Zurich headquarters transformation, Dell Technologies has worked in close collaboration with the insurance firm.

Solutions were deployed with the help of Dell services and are backed by predictive technology and the rapid response of Dell ProSupport Plus. Further, Dell Technologies' teamwork parallels that which Zurich expects from its own employees.

"Dell Technologies products are very reliable," Tschichold remarks. "Plus, there's a long-term familiarity and dependability we get from our years together. We're very happy with Dell Technologies."



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