

Luware announces 'Nimbus' – the cloud-native customer service suite for Microsoft Teams

Zurich, December 10, 2020: The brand-new customer service suite 'Luware Nimbus' offers comprehensive customer service features for Microsoft Teams. The cloud-native, modular solution was developed from scratch using the Microsoft Graph API and is running and built on Azure. This simplifies the IT infrastructure tremendously and lets customers benefit from the full power of the Microsoft ecosystem.

A modular suite to meet individual needs

Luware has already been offering Routing, Contact Center and Attendant Console solutions for Teams for over a year. With Luware Nimbus, the leading software vendor announces a completely new product suite which will gradually replace its current 'Luware Stratus' product family. Nimbus is modular, offering solutions (feature bundles) for various customer service use cases:

- Luware Routing for smart call queuing and routing based on teams' presence, basic CRM integration etc. (planned for beginning of 2021)
- Luware Contact Center with skill-based and database-routing, full CRM integration etc. (planned for second half of 2021)
- Luware Attendant Console for fast and easy manual call transfers (planned for beginning of 2021)
- Luware Recording for financial compliance and quality management recording (available now)

SaaS for minimal IT infrastructure and support

The Software as a Service (SaaS) model of Luware Nimbus reduces IT infrastructure and support to a minimum. After a one-time simple installation and approval of the app for the entire organization, companies can combine the modular solutions as they wish. They can start small and add more solutions at any point.

Powerful tool in customer interaction

"Customer service add-ons, such as the ones from Luware, make Microsoft Teams a powerful tool in customer interaction. They empower every employee in the company to serve customers easily and effectively to achieve more," says Mike Ammerlaan, director, Microsoft 365 Ecosystem at Microsoft.

Luware has developed Nimbus over the last two years, utilizing their extensive experience in building customer service solutions for Microsoft Unified Communications of the last 10 years. "We have a strong trust in Microsoft Teams and that the platform will revolutionize customer service. We go a step further, not only adding functionality to Teams, but taking full advantage of the Microsoft ecosystem and its power – for integration, automation, AI and all of what's to come in the future," says Philipp Beck, CEO at Luware.

Native development

Luware Nimbus was developed from scratch, using the new Microsoft Graph API. The cloud-native application uses microservices on Azure and natively integrates into the Microsoft ecosystem. "It is great to

have a product which integrates fully into our Microsoft 365 strategy and therefore uses the features in Azure natively and does not just run on it. It is always a pleasure to work directly with a specialized vendor who speaks the same language and cares as much about great customer service as we do," states Magnus Hafner from LucaNet, one of the first customers to use Luware Nimbus.

The full potential of integration

Nimbus allows customers to fully leverage the Microsoft ecosystem and maximize their investment. Alexander Grafetsberger, Product Manager at Luware, emphasizes: "Nimbus offers much more than just its function set. Since it is integrated with Azure and the Power Platform, it can utilize all the out-of-the-box integrations such as Power Automate (formerly Flow), Power BI, as well as the Azure Communication Services, authentic text-to-speech and future automation and integrations."

Luware Nimbus preview and launch

The first Luware Nimbus solutions are planned to launch officially at the beginning of 2021. For a preview of Luware Nimbus including a short demo and sign-up for the latest information and launch, please visit [Luware.com/en/preview](https://luware.com/en/preview)

About Luware

Luware is a leading provider for customer service solutions that are seamlessly integrated into Microsoft Teams and Skype for Business. 100,000 users at over 200 customers benefit from Luware's solutions every day – among them ERGO, Generali, Kuka, Konica Minolta, Medcall, Planzer, SAP, UBS and Würth. The backbone of the modern software and close customer relationships are over 80 Luwareians in Switzerland, the UK, Germany, Belarus and the USA with a passion for simple software and high service quality. Driven by customers' needs, managed by the founders and in close collaboration with Microsoft, Luware has been developing customer service software for UC platforms for over 10 years.