To: ⬛⬛⬛ (10)(2e) ⬛ [⬛ (10)(2e) ⬛@pblq.nl]
Cc: ⬛⬛ (10)(2e) ⬛')(2e)⬛ [i ⬛(10)(2e)⬛ @minvws.nl]; ⬛⬛ (10)(2e) ⬛) [⬛ (10)(2e) ⬛@minvws.nl]; ⬛(10)(2e)⬛.
⬛(10)(2e)⬛)[⬛(10)(2e)⬛@minvws.nl]
From: ⬛⬛⬛ (10)(2e) ⬛⬛⬛
Sent: Thur 7/23/2020 12:27:03 PM
Subject: FW: Inquiry on support organization of Swiss app
Received: Thur 7/23/2020 12:27:00 PM

fyi

Van: ⬛⬛ (10)(2e) ⬛ < ⬛ (10)(2e) ⬛@minbzk.nl>
Verzonden: donderdag 23 juli 2020 14:22
Aan: ⬛⬛ (10)(2e) ⬛) < ⬛ (10)(2e) ⬛@minvws.nl>
Onderwerp: FW: Inquiry on support organization of Swiss app

Verzonden met BlackBerry Work
(www.blackberry.com)

Van: ⬛ (10)(2e) ⬛ < ⬛ (10)(2e) ⬛@mckinsey.com>
Datum: woensdag 22 jul. 2020 21:20
Aan: ⬛(10)(2e)⬛@usi.ch < ⬛ (10)(2e) ⬛@usi.ch>, ⬛(10)(2e)⬛. <⬛(10)(2e)⬛@minvws.nl>, ⬛⬛ (10)(2e) ⬛
< ⬛ (10)(2e) ⬛@minbzk.nl>
Kopie: ⬛(10)(⬛ ⬛ (10)(2e) ⬛>, ⬛ (10) ⬛ ⬛⬛ (10)(2e) ⬛
< ⬛ (10)(2e) ⬛@minbzk.nl>, ⬛(10)(2e)⬛ < ⬛ (10)(2e) ⬛@pblq.nl>
Onderwerp: RE: Inquiry on support organization of Swiss app

Hi ⬛ (10)(2e) ⬛

Thanks a lot for getting back to us; these insights are really useful!
We are no longer supporting the COVID-19 app team, but we will make sure the information will be channeled to the right person within the app team.

For future contact with the Dutch COVID-19 app team, please get in touch with ⬛ (10)(2e) ⬛. <⬛(10)(2e)⬛@minvws.nl> for general inquiries, and ⬛@ ⬛ (10)(2e) ⬛ for matters related to communication in specific.

Thanks again for your great insights and support; it's been truly appreciated.

All the best,

⬛(10)(2e)⬛

⬛(10)(2e)⬛
McKinsey & Company, Amstel 344, 1017 AS Amsterdam, the Netherlands
Tel: +31 (0)6 ⬛ (10)(2e) ⬛
Email: ⬛ (10)(2e) ⬛@mckinsey.com

-----Original Message-----
From: ⬛ (10)(2e) ⬛@usi.ch < ⬛ (10)(2e) ⬛@usi.ch>
Sent: Monday, July 20, 2020 5:39 PM
To: ⬛ (10)(2e) ⬛ < ⬛ (10)(2e) ⬛@mckinsey.com>
Cc: ⬛(10)(⬛ ⬛ (10)(2e) ⬛>; ⬛ (10) ⬛ ⬛⬛ (10)(2e) ⬛ >
Subject: [EXT]Re: Inquiry on support organization of Swiss app

Dear ⬛(10)(2e)⬛, ⬛(10)(2e)⬛ and ⬛(10)(2e)⬛

Apologies for a late reply, but I just got the answers from your email last month. See the reply from the Federal Office of Public Health pasted below. I just shared the Q from ⬛(10)(2e)⬛ as well and will see what they say. I will respond from my own perspective.

Hope your team is doing well.

Best,

(10)(2e)

From: " (10)(2e) @bag.admin.ch" < (10)(2e) @bag.admin.ch>
Date: Monday, 20 July 2020 at 13:42
To: (10)(2e) < (10)(2e) @usi.ch>
Cc: " (10)(2e) @bag.admin.ch" < (10)(2e) @bag.admin.ch>
Subject: AW: Inquiry on support organization of Swiss app

Dear (10)(2e)

Please accept my appologies form y late response due to my holydays.

We can share the following information on the "Set-up":

- Email-Account (published on google play): 3 persons were answering (mostly technical) questions during pilot and first weeks after launch. Now, it is one person taking care of this account. However, we currently do not have enough resources to react on comments on the app stores.
- Technical Hotline: 10 persons (4 languages including GE, FR, IT, EN) during pilot and 10-15 persons after launch. During peak days, they got up to 200 calls (depending on the number of downloads), however, fewer people would have been able to tackle the number of calls.
- Info-Hotline for users who get a notification through the app: there are up to 10-15 calls a day, however, we know that not every person notified is calling the Infoline. The Info-Hotline for the app is taken care of by the same people who are answering the calls on our general Corona-Hotline.

Here, you find the latest update on the figures of the app users:
https://urldefense.com/v3/__https://www.experimental.bfs.admin.ch/expstat/en/home/innovative-methods/swisscovid-app-monitoring.html__;!!EIXh2HjOrYMV!LLOx-EmdUvf3F7m-Du3C5pO-LhNKivjtyQWpymh7ExW0H3FYumNhfOCHpdRY3kqvYR8L$ and general information: https://urldefense.com/v3/__https://www.bag.admin.ch/bag/en/home/krankheiten/ausbrueche-epidemien-pandemien/aktuelle-ausbrueche-epidemien/novel-cov/swisscovid-app-und-contact-tracing.html__;!!EIXh2HjOrYMV!LLOx-EmdUvf3F7m-Du3C5pO-LhNKivjtyQWpymh7ExW0H3FYumNhfOCHpdRY3p_7Xi9x$

I hope, this information does not find you too late.

All the best
(10)(2e)

?On 26.06.20, 13:30, " (10)(2e) " < (10)(2e) @mckinsey.com> wrote:

Dear (10)(2e)

Glad to hear that.

Thank you very much for following up on the customer service desk request; these insights are very useful to us!

We've been closely following the launch; congratulations and best of luck!
Hope to hear from you soon.

Best,
(10)(2e)

(10)(2e)
McKinsey & Company, Amstel 344, 1017 AS Amsterdam, the Netherlands
Tel: +31 (0)6 (10)(2e)
Email: (10)(2e) @mckinsey.com

-----Original Message-----
From: (10)(2e) @usi.ch < (10)(2e) @usi.ch>
Sent: Friday, June 26, 2020 12:34 PM
To: (10)(2e) < (10)(2e) @mckinsey.com>
Subject: [EXT]Re: Inquiry on support organization of Swiss app

Dear (10)(2e)
Hi and yes, staying safe. Hope you are too.
Our app launched publicly and you can read about it here in English: https://urldefense.com/v3/__https://www.swissinfo.ch/eng/switzerland-launches-swisscovid-contact-tracing-app-for-residents/45859778__;!!EIXh2HjOrYMV!LyOuO9MW3S6jtDy1W10iHyLz3f9c1zAhqkH3e3IWFCP6hTQ6rJCdLfChUOX9TEd0IWcI$

I am trying to find the information for you. Back asap.
Best,
(10)(2e)

On 25.06.20, 17:39, " (10)(2e) " < (10)(2e) @mckinsey.com> wrote:

Dear (10)(2e)

I hope you are doing well and staying safe *

Currently, our team is estimating the required size of a call center for the Dutch app. Therefore, we are seeking for information on the Swiss center's set up and size (both during the pilot fase and after launch), as well as the assumptions that have been used to calculate/estimate required capacity during both phases.

Are you, or any of your team members, able to provide us with insights?

Kind regards,

(10)(2e)
Dutch COVID-app support