



**It sounds good.**

Sinfotel Coop.  
Artigiani Str. 26  
39040 Velturmo ITALY

Tel. 0472 543036 – Fax 0472 543305  
[www.sinfotel.bz.it](http://www.sinfotel.bz.it) – [info@sinfotel.bz.it](mailto:info@sinfotel.bz.it)

# Sinfotel Coop. introduces itself

Sinfotel was founded as an associated workers' cooperative by 13 women. They started with a course for telephone operators - a project supported and shared at the time by the municipality of Klausen, Italy - as part of a European Social Fund plan.

At the end of the training course, the participants were offered jobs as telephone operators in Bolzano or the possibility of founding a cooperative and becoming independent. They choose independence and on 15th September 2003 the Sinfotel Coop was founded.



# The original intention

The cooperative's objective was to create a workplace for women that want to have a professional life, with a focus on the balance between family and work. In particular, the cooperative's intention is to support female entrepreneurship in a complete way.

Now, we share the initial ideas.



# Starting difficulties

Initial difficulties were several:

- technical difficulties: our rural area lacked the technological infrastructure, i.e. the necessary telephone line and a stable internet connection
- in South Tyrol our 'Contact Centre' service was almost unknown
- prejudice against women: people did not see us as capable of running a cooperative and commercialising the service
- mistrust of our technical knowledge and competences

Fortunately, some companies and public institutions gave us a chance and believed in us - among them the Chamber of Commerce of Bozen-Bolzano.



# The cooperative

The cooperative is managed by the president and the board of directors. It consists of 25 members of which 19 are actively employed at Sinfotel and 6 are supporting members.



# Sinfotel's team

The cooperative currently employs 30 workers, 28 women and 2 men.

Among them 95% work part-time and mainly live in the surrounding area.



# On behalf of the family

## **Family-oriented personnel management policy:**

- job opportunities for women and men in the suburbs
- reintegration into the world of work with specific training
- flexible part-time options
- on-call work for students (horizontal and vertical part-time)
- mothers with children prioritise holiday planning during the school holiday period
- on days of family medical appointments or emergency situations, employees have the possibility to change their work shifts

# On behalf of the group

## Sinfotel gives great importance to team cohesion and offers

- wellness management - we have created a booklet with various exercises, i.e. to eliminate tension, against back pain, eye relaxation, etc.
- relax terrace
- initiative: the healthy snack
- team building e off-work events
- annual personal interviews
- a biannual demoscropy



# Experiences

- Since we offer flexible part-time contracts, there is little sick leave - all employees have enough time to devote to family and recreational activities.
- Satisfied employees: the biennial survey shows this. The identification with the cooperative, the good working climate and the reconciliation of family and work are very good. The management team takes care of suggestions for improvement and problems of female employees.
- With these conditions we bind people to the cooperative, minimise staff turnover and offer an attractive workplace.
- A very big challenge is to plan the various work modules and working hours of the employees.

# The workplace



# Target clients

Small and medium-sized enterprises, trading companies, craft enterprises, public institutions, universities, institutes for public opinion studies

The multilingualism of our employees and the high quality of our service ensure that we stay competitive in the market and are a link for national and international customers.

# Our services

## Inbound e Back Office

- Help Desk
- Contact-Center
- Hotline and service number
- Support
- Complaint management
- E-mail management
- Homepage management



# Our services

## Outbound

- Customer activation
- Evaluation of new markets
- Surveys
- Appointment planning
- Invitations to seminars and trade fairs
- Marketing
- Data management



# Our clients



Agenzia per i contatti pubblici



Accenture Managed Service SPA



Alperia Smart Services

Astat Istituto provinciale di statistica



Hypo Vorarlberg Leasing AG



A. Loacker



APA confartigianato imprese

# Our clients



Opitec SRL



TuEs SRL



RCM Solutions



Seab SPA



Zingerle SPA

IRE- Istituto di ricerca economica della Camera di commercio,  
Bolzano



# Certifications

2006 Reconciling Work and Family Enterprise Award

2009 Family-Work Audit Certification

2012 Family-Work Re-Audit

2016 Re-Audit consolidation Family-Work

2019 Dialogue Procedure- Audit Family-Work

2015 test.eu.com recommended by client (very good)

2021 test.eu.com recommended by client (very good)

2018 Certification ISO 9001: 2015 quality management system certification

2021 Certification ISO 9001: 2015





# Thank you

