A retail jewelry chain's telecommunication expenses were compounded and complicated by no less than eight different providers. Client slated to save $1.7 million over the course of a three-year contract with a more streamlined solution from BCM One.

CHALLENGE

A retail jewelry chain experienced out of control telecommunications spending. Four different MPLS providers handled digital connectivity, while four different voice vendors provided service at multiple locations. This made management of telecommunications extremely difficult.

The client sought primarily not to reduce costs, but to simplify service and get a better handle on their telecommunications spend, as well as management of their network architecture. Cost savings were a secondary goal, with the client seeking a solution reducing the cost of management, not just the cost of services.

The client had done some research themselves into telecommunications solutions, feeling it had a good handle on SDWAN solutions. However, the client wanted to leverage IWAN solutions. They came to BCM One for an architecture review, as well as our general expertise on managing telecommunication solutions in total. We presented the client with a plan for revised WAN architecture, as well as telephone services, offering significant savings.

SOLUTION

The client decided IWAN's implementation was too complicated. After reviewing the company's objectives, challenges, and data usage, BCM One assessed various SDWAN solutions with select SDWAN providers, and based on specific requirements, chose CloudGenix. BCM One helped to guide them toward this decision by intelligently compiling data about their telecommunication usage.

BCM One handled the entire implementation and carrier management of all circuits for all locations—sourcing sourced circuits, SDWAN components installation, configuration, testing and policy creation for all devices.

RESULT

BCM One successfully installed a more cost-efficient and streamlined functioning communications network across all nine locations for this jewelry store chain. Costs for this client is at a fraction of what they were prior to partnering with BCM One. Applications perform better and the client has far fewer complaints from their customers. This will save the client an estimated $1.7 million over the life of their three-year contract.

BCM One provided a simplified, cost-efficient and next generation approach to managing telecom solutions for this retail chain of jewelry stores, while also providing high performance Internet bandwidth to all nine locations.

Industry:
Retail Jewelry Sales

Customers:
Customers from a wide range of income brackets searching for the perfect engagement ring.