



A fashion retailer turns to BCM One for communications to deliver a high-end customer experience.

CHALLENGE

A European fashion retailer with about a dozen stores in the US is known for modern glamour and elegance, but its communications network was a far cry from matching that brand image. Delivering an upscale experience to their clientele requires complete uptime. However, each store operated independently in a silo, with separate POTS lines from a dozen suppliers.

Without centralized management, stores couldn't failover to each other—they couldn't even call each other easily. This resulted in support complexity and inconsistent reliability; dealing with multiple bills from multiple suppliers every month created management overhead.

SOLUTION

The company turned to BCM One to act as a single strategic partner to consolidate, redesign, and modernize their network—without breaking the bank. A new MPLS network with automatic failover provides every store with QoS and resiliency so their point-of-sale systems are never down. Automated data backup, a disaster recovery plan, and service monitoring from our NOC ensures business continuity. BCM One took on the heavy lifting from start to finish, providing a dedicated project director to handle all the installs and service cutovers, including coordinating with mall management for access, and configuring all the hardware. We also provided a Cisco-certified engineer who not only designed the new network but was on hand throughout the entire deployment process to ensure that everything worked properly.

RESULT

BCM One delivered the company a stable backbone to support real-time traffic while maintaining QoS. By consolidating overlapping services and reducing overhead, the company was able to save hundreds of thousands of dollars. The updated network and associated services ensure uptime and reliability, so the stores can deliver the high level of service their customers expect.

Client:

Fashion retailer

Number of sites:

12 stores in the US

Solution:

- Private WAN/MPLS Connectivity