



Case Study Subhead

BCM One helps a financial services company save money and reduce stress with a new voice infrastructure.

Challenge

Several years ago, this financial services company wanted to migrate its PRI to alleviate some issues it was experiencing and upgrade to SIP trunking. Cost savings was a big requirement so BCM One worked with the company to develop several options, and the company selected the lowest-cost choice with a niche SIP provider. As the migration started to get underway, however, BCM One was finding that a number of companies working with this provider were experiencing outages. We raised the issue and recommended they go instead with a different option—a tier-one network that is completely rock-solid. Even though they would end up spending a little more money than the original design, they still saved money overall compared to the old PRI system and they would have peace of mind that the network would simply work.

Solution

Today, BCM One provides a national MPLS network for SIP trunking—including toll-free, local, and international calling, as well as local POTS lines for faxing—to their two headquarters and 30-odd branch offices throughout the US. And they have a dedicated team who knows them very well—the current BCM One account manager has been with the client for 7 years—and is constantly thinking of ways to help them.

Benefits

The SIP network has made moves and changes much easier for the company. They don't need to do large ports of the PRIs and worry about the voice port going poorly the day of the move because we just need get a circuit in there. This is especially helpful in the case of acquisitions where, due to the nature of the beast, nothing can be ordered until the deal officially closes, and then it's a race to get everything done within 30 days. Considering that at any given time, there are nine or 10 locations doing something—an acquisition, a new location, an office merger, etc.—it's a significant stress-reducer. We help further reduce the hassle for the company's small IT team by dealing with building management to determine where the services are, and even handling all the inside cabling for new locations. Their voice lines are critical, but with BCM One, they know that's taken care of, which lets them focus on all the other aspects of the move.

Client:

› Financial services company

Number of sites:

› 32 offices throughout the US

Solution:

› SIP Trunking
› Private WAN/
MPLS~Connectivity