

Case Study

Financial Vertical

BCM One helps financial services company bring voice communications to the cloud.

Requirements

This financial services company, which manages more than \$20 billion in assets, brought in a new CIO and gave him a directive: Revamp the entire infrastructure and move everything to the cloud. He had come from a bigger company where he'd done it before. BCM One, who'd been managing the company's voice system for years, also has deep cloud experience, so he leaned on us to help migrate from PRIs and POTS lines onto VoIP SIP. As a financial company, the organization needed a highly secure solution, and they also needed it to be highly redundant to get as close to 100% uptime as possible.

Solution

As a first step in the migration, the CIO moved the IT infrastructure to a managed data center. Working with the company to develop a voice strategy, BCM One designed a plan to implement SIP trunking over MPLS in a replicated fashion, centralized in their data center for security. Because the data center provider could only offer their private lines between the locations, we brought in an alternate one to deliver diverse redundancy, and we provided internet connectivity with upgraded bandwidth for yet another layer of redundancy. All the technologies could failover to each other, and we helped them design alternate access so they had true redundancy not only from a carrier perspective, but also from a last-mile perspective. We worked with their data center provider on best practices to ensure that the total solution, even though it wasn't all delivered through BCM One, was going to deliver what the client was looking for—and the entire project stayed within budget.

Result

The new SIP infrastructure delivered complexity from a business continuity and disaster recovery perspective, so if the office were to go down the company could still operate. In addition to the DR features within their own environment, they were also able to take advantage of DR benefits from the carriers that come inherently with moving to a SIP environment, such as mirroring east and west coast DIDs within the carrier data centers, and being able to pre-determine routing in the event of different types of outages. As a result of the layers of redundancy built into the solution, the company significantly reduced the number of local voice outages. The new environment also delivered simplicity from a management perspective. By moving all its voice to a complete IP-based network, the company had fewer parties they needed to deal with and management was much easier. Today, BCM One continues to help the company maintain up-to-date voice services. Their PBX is approaching end of life, and we are working with them to design a plan to move from SIP to hosted PBX.

Client:

- › Financial services company

Solution:

- › SIP Trunking