



# Case Study

## Technology Solutions for Financial Services

Technology has transformed services across the entire financial sector. From helping institutions better communicate with and service customers to enabling the creation of new revenue streams—and even streamlining complex regulatory compliance requirements—there's almost no aspect of the industry that isn't supported by technology. BCM One partners with financial services organizations of all types and sizes to deliver reliable technology infrastructure, systems, and services so you can focus on creating value for your customers and your shareholders. No matter what kind of financial services you provide, BCM One offers a wide range of solutions to keep you connected, competitive, and compliant.

### Data Connectivity Solutions

Connectivity is what keeps all your systems running. It has to be powerful enough to support your needs, from basic email to complex and high-bandwidth applications like mobile banking, blockchain, and open banking, to name just a few. And it has to be reliable; with millions, or even billions, of dollars on the line, you simply can't afford to have your system go down. BCM One manages and integrates multiple suppliers and services—with connectivity options for WAN, SD-WAN, MPLS, and more—giving you one powerful and sustainable network infrastructure, so you can focus on the applications and capabilities that are powered by that foundation.

### Unified Collaboration Solutions

If connectivity is the fuel for your financial operations, then communication is the engine. From good, old-fashioned telephone to modern chat, communication is how you connect people—customers, employees, partners. If customers can't reach you to ask a question or initiate a transaction, it affects their experience with your company and could potentially even have negative financial implications for them. BCM One offers a broad range of hosted VoIP and hybrid UC services to give you all the communication channels you need—whether that's voice, email, video conferencing, audio conferencing, instant messaging, web collaboration, and yes, even fax—delivered through a single platform.

### Cloud Solutions

The cloud offers financial services companies with opportunities to deliver new types of services, and to help reduce capex costs. A cloud strategy can provide you with a high-end infrastructure without the high-end cost, and can scale with your demand without wasting resources. But cloud services are complex and it can be difficult to understand exactly what you're getting; just because you're in the cloud, it doesn't mean you're automatically getting the benefits you anticipated. BCM One offers public, private, and hybrid cloud solutions, as well as a cloud optimization service so you can understand and optimize your cloud expenses and utilization.

### Call Center Solutions

Customer service can be as important as financial outcomes. Delivering high-quality service can reduce churn and create more profitable, lifetime customers. That means you have to connect every customer to the right rep, and equip every rep with the right information to resolve the question. BCM One provides solutions for call centers of any size and scale, so each rep can provide the best possible experience to the most important customer: the one who needs their help in that very moment.

### Security Solutions

Every business on the planet has to protect their applications, data, and transactions. But with volumes of highly sensitive information—data that cybercriminals actively look to steal as a primary target—in play, financial companies have a particular responsibility to ensure security—and a duty to comply with the stringent requirements of a wide range of regulations governing banking, credit card processing, and other financial services. BCM One offers managed security services to secure your network, proactively detect and respond to cyber threats, and maintain regulatory compliance.

### BCM One Knows Financial Services

BCM One works with a lot of companies in the financial sector, and we understand what it takes to provide consistently high-quality and profitable services. Here are just a few ways we've helped our financial services clients

- BCM One helps a financial services company save money and reduce stress with a new voice infrastructure. [Read the case study.](#)
- BCM One works with a financial services company to align SIP trunking over MPLS with the company's data center migration to bring voice communications to the cloud. [Read the case study.](#)

**How can BCM One help you? To learn more about any of our solutions for financial services contact us today!**  
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