Case Study
Technology Solutions for Retail

Technology drives every aspect of retail operations. It's not just for e-commerce; or building mobile apps to engage young consumers with omnichannel, geo-located messaging and services; or sophisticated inventory management. Even providing high-touch service relies on technology—to deliver accurate inventory information, coordinate with other stores to fulfill a request, provide a speedy checkout experience, and more. BCM One partners with retailers of all sizes to deliver reliable technology infrastructure, systems, and services so you can focus on attracting shoppers, growing sales, and increasing profitability.

Whether you have a couple of regional stores or a chain of locations nationwide, BCM One offers a wide range of solutions to keep you connected—to your customers and your operations—through all your high-tech and high-touch interactions and transactions.

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 tablet-based checkout, in-store video streaming, or merchandising analytics. And it has to be reliable; you simply can't afford to have your PoS system go down during the holiday shopping season (or ever). But implementing and managing the right connectivity solution is a complex and time-consuming effort. And if you're planning for growth, it can get tricky. If your new store isn't located in your current provider's footprint, you've got to start all over. BCM One manages and integrates multiples 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 retail operations, then communication is the engine. From good, old-fashioned telephone to modern chat, communication is how you connect people—customers, employees, suppliers. If customers can't reach you to check store hours or ask a question about a purchase, or if the employee helping them in-store can't call other locations to confirm availability, it affects their entire shopping experience. 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

It's tough enough to cost-effectively manage the systems that drive revenue so you can protect margins. It's even tougher when you have to do that across sales seasonality. 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 is as important as the in-store experience and can make the difference between a one-time purchase and a lifetime customer. 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 credit card information in play, retailers have a particular responsibility to ensure security—and a duty to comply with the stringent requirements of PCI DSS. BCM One offers PCI-certified managed security services to secure your network, proactively detect and respond to cyber threats, and maintain PCI compliance.

BCM One Knows Retail

BCM One works with a lot of retailers, and we understand what it takes to keep stores stocked, employees effective, and customers satisfied. Here are just a few ways we've helped our retail clients.

› BCM One handles all things data and voice, so this dance apparel company's small team can focus on the retail side of operations. Read the case study.

› BCM One designed a unique (mostly)managed MPLS service to provide a popular apparel retailer with the right balance of support and control. Read the case study.

› BCM One helped an international modern furnishings retailer save 50% on its MPLS network. Read the case study.

› BCM One consolidated and engineered a resilient, redundant communications network to help a fashion retailer deliver a high-end customer experience. Read the case study.

How can BCM One help you? To learn more about any of our solutions for retail, contact us today! info@bcmone.com 800.543.4226