BCM One's mSIP cost-effectively delivers improved QoS and service to a teaching hospital.

Challenge

This 350-bed teaching hospital was using SIP connected to its Cisco call manager PBX system, but they were getting increasingly frustrated with their provider. They had been experiencing dropped calls for years, which was disruptive. To make matters worse, the provider wasn't giving them the level of service they needed. They managed the PBX in house, but it's a complex system. There were some changes that required communication with the incumbent provider's support group, but those interactions left them feeling like just a number, not a valued customer. It was time to make a switch.

Solution

The hospital evaluated several alternatives and ultimately selected BCM One's managed SIP (mSIP) solution, which offers a number of capabilities the other providers couldn't deliver. In addition to QoS with definitive troubleshooting and 10,000+ DIDs, we provided a dedicated session border controller (SBC) on site to meet their security requirements. We implemented full redundancy with a backup DIA circuit so that in the event of catastrophic failure, the system could failover in real time. The organization requested 600 trunks—300 each at two sites. But with mSIP's multisite trunk sharing, they could share 300 trunks across both sites, with no charge for the backup trunks, for big savings. That's something none of the other providers could offer.

Benefits

With mSIP, the organization was able to improve QoS and meet all of its requirements at a significantly lower cost, thanks to trunk sharing, without having to make any feature or requirement trade-offs. And they're getting the attention and support they need from the dedicated engineering, development, and project management team assigned to them. As they continue to make improvements to their PBX system, our team has stayed in lockstep to provide them with the help they need every step of the way.

Client:

› 350-bed teaching hospital

Sites:

› 1,000 employees across one hospital and three smaller regional locations

Solution:

› mSIP