

Case Study Manufacturing Vertical

Multinational provider of home, office and business products was spending too much time managing its phone services. They turned to BCM One for a solution.

Challenge

A multi-national business machinery company came to BCM One due to deep dissatisfaction with their current voice service provider, as well as costs quickly spiraling out of control. The executive offices and warehouse were several states apart, but constant communication was necessary. Telecommunications was more of a burden than a tool, with the client trying to manage their hosting provider, as well as managing most of the heavy lifting regarding circuits, security management, billing resolution, phone system upkeep and trouble ticketing. The complexity placed an out-sized burden on their already stretched and too thin IT team for day to day support of 1,000 employees. The client sought to get out of managing their telecommunications entirely.

Solution

BCM One built a customized solution for the client centered around implementing a hosted VoIP service on MPLS. The new reliable cloud-based voice solution ensures less management time spent on the phone service, as well as increased uptime and re-dedication of service-oriented staff time to other, more productive projects in the realm of technology support.

One ubiquitous platform handles all telecommunications now. The client receives one standard bill for their entire unified communications spend. Feature functionality is shared across multiple offices and work-at-home staff across the country. With the implementation of two-factor authentication, the client is secured from PBX hacking and security threats. The services integrate seamlessly with existing Microsoft services, making overall communication easier.

BCM One project managed the entire installation and deployment of all solutions, including contact center reporting and training of customer service, remote staff, and nine days of on-site training for office employees. Training was essential to ensure all features were efficiently leveraged to get the most out of their new investment, which they lacked with their previous solution. The client now has one single invoice and a dedicated team to handle all issues directly with one company, BCM One.

Result

While there were cost savings around \$10,000 monthly by integrating a more cost-efficient solution, most of the results for the client lay in the realm of intangibles. All employees are efficiently using their unified communication solution to the fullest, as a result of thorough training on a modern mobile workforce enabled platform. In addition, the client was able to rededicate their IT staff and phone management team to other, more productive tasks since BCM One is managing everything for them.

Client:

- › Multi-national business machinery company

Solution:

- › UCaaS