**bcm one**™
*Human Focused. Technology Solutions.*

# BCM One helps a popular online personal shopping service eliminate outages.

## Challenge

What constitutes an outage? If there's a blip in connectivity that lasts just a couple of seconds it's no big deal, right? Now imagine that blip happens when you're in the middle of collaborating with your team using online tools. Your session drops, and everyone scrambles to get back in again. You may have only lost a couple of minutes of time, but you've lost the team's momentum. And what if you're the CEO giving an all-hands update via your VoIP system and that blip happens mid-sentence? That's what this online retailer was experiencing. And it was happening a lot—two to three times every week. Their carriers didn't provide monitoring tools. So by the time the IT team became aware of an outage, the system would be back up and running again, which meant they couldn't investigate the cause and therefore couldn't identify a fix. They tried working with their various carriers to address the problem, but they were getting nowhere. The company had already been considering a network refresh to consolidate carriers and reduce costs (some of their pricing was out-of-date), but these continual micro-outages created an urgency to get it done immediately.

## Solution

The company had several requirements for a new provider. They wanted a single point of contact who can service all of their locations and provide sophisticated, tenured, and responsive technical resources. But with the pain caused by the frequent outages top-of-mind, they had one even more important, albeit unusual, ask: aggressive chronic outage terms written into their contracts. They wanted every aspect of those terms to significantly exceed industry norms. It was a tall order, but BCM One was up for the challenge. Because of our deep relationships with carriers and our decades of experience negotiating technology contracts, we were able to work with the carriers and the client to come to mutually agreed-upon terms. We also provided managed routers to enable automatic failover to backup connectivity. As a BCM One client, the company could leverage our VitalView™ network monitoring platform for 24x7x365 monitoring, management, and remediation across the services and providers.

## Benefits

The new solution virtually eliminated the short-term outages. And the automatic failover ensures that in the event there is an outage, the employees won't experience any disruption. It's all delivered from and supported by a single point of contact, and billed on a single invoice, dramatically reducing their management overhead. They were even able to slightly reduce their overall costs, which was an added bonus.

**Client:** Online retailer – personal shopping service

**Number of sites:** 11 locations across the US

**Solution:**

- Local and nationwide connectivity
- Proactive monitoring, management, and remediation
- Automatic failover