



BCM One helps union health benefits provider keep its call center open amid COVID-19 virus.

Situation

In early March 2020, our country faced (and is still facing) an unprecedented situation regarding the outbreak of the Coronavirus COVID-19. Thousands of companies are faced with moving their workforce to a remote setup, and doing it very quickly.

Our client, an organization that provides comprehensive health benefits for 120,000 members of a union and their dependents, utilizes a call center to help members log their hours, make sure they get paid, assist them with health insurance, and more. Because the organization's call center was originally built as an on-premises platform, the only way to answer the phones was to physically be in the building. To ensure business continuity, amidst a worldwide crisis, they were facing a challenging situation to move their call center infrastructure to support a remote workforce. The organization needed their call center to be up and running during this crisis to answer critical health and benefits questions from their members.

Response

BCM One sent an email to clients offering assistance to help them prepare for the surge in telework. The organization immediately called their BCM One Enterprise Solutions Executive, who then activated the team to set up a cloud-based Contact Center solution to enable 161 call center representatives to field calls from home. BCM One quickly responded and developed a plan and pricing over to the client within one day.

Since time was of essence, the BCM One team, consisting of sales engineering and our dedicated UCaaS team, developed the network design and call center details -- all customized to the clients' needs to support 161 seats. The BCM One team rushed to fulfill this urgent situation our client was facing, and completed everything within two days, which typically a project of this scope would take up to two weeks on average. BCM One offers temporary contact center solutions perfect for unexpected situations or a crisis, as well as standard termed contracts.

BCM One's goal during this challenging time of the COVID-19 virus is to help our clients quickly set up reliable remote solutions to maintain critical operations while enabling employees to work from home.

Client:

Union benefits provider for administering health, training, pension retirement savings and legal services benefits.

Solution:

161 Cloud Contact Center Seats to support remote workforce setup