



Case Study

Financial Vertical

BCM One deploys a UCaaS solution fast so insurance company employees can work from home.

Situation

This company provides a wide range of insurance offerings, including personal, business, life, health, and group insurance, as well as retirement plans. They had been limping along with an obsolete phone system, which they knew they needed to replace. In fact, they'd had a recent outage and were forced to get parts on the gray market to keep it running. But when the COVID-19 pandemic hit and employees needed to work from home, they had to act immediately to get a new VoIP system in place so they could continue to service clients without interruption.

Response

The company turned to BCM One for help. The team sprang into action to provision and deploy a Unified Communications as a Service (UCaaS) solution for employees from five offices. As with any voice system, the company gets desk phones that offer a variety of business features. But even more important for them at this moment are the softphone capabilities, which enable employees to access all system features from their mobile phones and even laptop computers. Using the softphones, all calls and voicemails are forwarded, workers can make outbound calls that show the business number—not their personal mobile number—on caller ID, the company can manage inbound call routing on the auto-attendant, and much more. For the employees who prefer to use the larger desk phone for comfort or a better-quality speakerphone, all they need to do is plug it into their home Internet router and it's good to go. The company installed a desk phone in a sixth office, which was a recent acquisition that hasn't yet been fully integrated, that can be hot desked—a user from another office can simply log into that phone with their individual credentials. Because of the urgency of the situation, the BCM One team marshalled all its resources to condense the entire process, which typically takes 4 to 6 weeks, to have the company up and running in just a couple of days.

Client:

› Insurance Company

Locations:

› Five Regional Offices

Solution:

› UCaaS—61 seats