



Case Study

High Tech Vertical

BCM One streamlines telecom deployment and costs for a global technology conglomerate.

Challenge

This large diversified technology company had historically grown through acquisition. As a result, its 170+ subsidiaries scattered across the globe all managed their own IT networks independently—making decisions, contracting services, and paying bills. This made it impossible for the parent company to monitor and control spending. And the local teams were devoting a tremendous amount of time to managing carriers and dealing with service issues. The company wanted to partner with one MSP who could provide competitive services worldwide and be a single point of contact. At the same time, they were working with Cisco to refresh their antiquated hardware and they needed on-site global technician services to help install and turn up the new equipment. With BCM One, they were able to align the two initiatives.

Solution

BCM One's certified engineers developed a central managed connectivity solution and network consisting of a dedicated fiber optic primary line and a non-dedicated backup line to serve across 130+ locations globally. Additionally, the BCM One Network Operations Center provides 24/7 monitoring and circuit management, and in the event of an issue, will proactively contact and remediate with the Internet carriers on a global basis.

To streamline their IT contracts globally, we developed a Master Service Agreement (MSA) that all of the underlying subsidiaries can take advantage of and provided a dedicated project manager to ensure success every step of the way. The process is simple. The parent company delivered the information about the design, cost structure, terms, etc. as laid out in the global MSA to all the local IT teams. When a subsidiary is ready for new service, they work with the corporate team, who provides BCM One with the specific needs of that location and any other requirements or cost targets to be met. Deployment is coordinated with the Cisco upgrade. The new equipment is shipped to the location and our tech comes out to install it, update any on-site network devices as needed, and turn up the carrier circuit.

Result

The single MSA enables all the subsidiaries to streamline their telecom contract and service management efforts, and helps the parent company better control their global telecom costs. Rather than managing 20+ carriers, they now get white-glove treatment from a single point of contact—and they have more predictability in their telecom spend.

Client:

› Technology Company

Industry:

› Telecommunications

Solution:

› Managed Services