# BCM One delivers a network refresh—and 35% savings—to a county government.

## Challenge

It had been a decade since this county in upstate New York, which serves almost 160,000 citizens, had implemented its current data and voice infrastructure. Over time, as they grew and their requirements shifted, they'd order a new service here and there. But it was reaching a tipping point. Their sites were all running on 5-10 Mbps Internet that simply couldn't keep up with their needs— and because they were on legacy contracts, they were paying a lot of money for it. Likewise, their phone system was running on PRIs with outdated pricing that was also eating up their budget. Additionally, the as-needed acquisition of new services over time had resulted in over 35 vendor invoices they had to manage every month. That billing and volume complexity often resulted in late payments, creating the risk of additional fees and even service disruption. And finally, they were increasingly unhappy with the level of service they were receiving from their managed services partner. It was time for a full network refresh, but that was a daunting task for the small IT team of just three people.

## Solution

BCM One started with a full audit of the county's existing infrastructure, and then designed a new solution to meet their requirements and at the same time reduced overall costs. They designed a hybrid point-to-point network with dedicated Internet access at smaller sites. All the core locations—such as the county offices, sheriff's office, DMV, and courthouse—were fully redundant. The PRIs were migrated to SIP for substantial cost savings.

BCM One also created and executed a rollout plan that allowed the county to implement at their own pace. The project management team worked hand-in-hand with the county to ensure that all orders were timed correctly to meet their schedule and that every phase was executed smoothly.

## Benefits

The BCM One solution increased bandwidth and upgraded the phone system to meet all of the county's needs—and at the same time delivered 35% savings and streamlined the number of providers. And then the project team took care of everything for them, something the small IT department wouldn't have been able to do on their own, keeping them in the loop every step of the way. Post-deployment they are supported by a team that consistently delivers world-class experience. Looking ahead, the county is considering adding SD-WAN and is working with the BCM One team to evaluate options and build a strategy.

**Client:**

> County in upstate New York

**Sites:**

> 15 locations

**Solution:**

> Managed Connectivity
> SIP Trunking