



## Case Study

### Retail Vertical

## Jewelry retailer upgrades its network and voice for lower costs and better performance.

### Challenge

This retail chain of jewelry stores was managing two MPLS networks and an on-premises voice system—and numerous carriers across its 18 locations, which included 15 retail stores, two data centers, and its headquarters office. Their small IT team was being run ragged by constant finger-pointing across their suppliers every time something went wrong.

It was time to upgrade the network—they had been considering SD-WAN—and move to a hosted voice solution. At the same time, they wanted to be able to work with a single provider that would manage everything for them.

### Solution

BCM One brought together all of their requirements with SD-WAN for UCaaS. We designed an SD-WAN solution with BCM One as the Internet provider in a high-availability topology to future-proof the network, together with our managed UCaaS offering, UCaaSone, to replace the legacy voice system.

The SD-WAN for UCaaSone solution uses packet duplication rather than reactive failover. In this approach, voice traffic is sent simultaneously over both lines and then discards the packet that arrives at the other end last. This means that if a circuit goes down, the already-transmitted second packet is used, which prevents the call from being dropped.

BCM One also provided the company with a project management team to handle the entire implementation from design to deployment, and a team for ongoing management of the solution.

### Benefits

The SD-WAN for UCaaSone solution delivers a powerful combination of savings and performance. On the cost side, the expensive MPLS networks were replaced by less-expensive Internet circuits. They also eliminated the maintenance contracts from the on-premises phone system. The company has improved service reliability thanks to packet duplication. And by migrating off of legacy 10 Mbps copper circuits to higher-bandwidth 50 and 100 Mbps fiber circuits, they've increased their bandwidth. Finally, with one expert team managing the entire solution and operating as an extension of their IT group, they can avoid finger-pointing and focus instead on more meaningful activities for the organization.

#### Client:

- › Jewelry retailer

#### Sites:

- › 18 locations

#### Solution:

- › SD-WAN for UCaaSone