



Case Study

Media & Entertainment Vertical

Digital agency boosts its Teams calling capabilities and assures E911 compliance.

Challenge

A digital agency with 600 users in five locations in the U.S. was running SIP voice on a legacy MPLS service. Their parent company had been directing them to migrate to Microsoft Teams and the shift to work-from-home during the pandemic accelerated their adoption time frame. Their current copper-based service was simply insufficient to meet the needs of a completely remote workforce all tapping into the VPN on limited bandwidth. They needed to be able to use the public Internet.

With Teams in place to deliver the interoffice collaboration and productivity needed by its employees, and with its current MPLS contract coming to an end, it was now time for the company to take its voice capabilities to the next level. They wanted to enable outbound calling and replace their SIP trunks, but they were concerned about E911 management. E911, which stands for enhanced 911, is a regulation established by the FCC that requires the automatic display of both the telephone number and the physical location of the 911 caller on the emergency operator's screen. This was particularly important as the company was changing its office structure with two of its locations moving away from dedicated offices to a co-working "campus" approach of shared spaces with other entities under the parent company.

Solution

BCM One's Voice Enabled Teams delivered on all of the company's requirements. We were able to connect to their existing Teams licenses and provide them with BCM One calling plans. And our portal, which enables them to register where they are—the building and even a room within the building—and ties into the E911 database, allayed their concerns about E911 compliance.

Benefits

With Voice Enabled Teams from BCM One, the agency is able to decommission its old copper service and adopt a nextgen communications technology that will enable collaboration and growth. And the E911 management enabled through our portal provides them peace of mind that they are meeting the FCC's regulatory requirements and ensuring the safety of employees in the event of an emergency.

In fact, the parent company was so impressed by the solution, they are planning an initiative to roll the service out across its entire global base of 120,000 users in 189 countries. Not only can BCM One deliver, but it will work with the parent company to develop an implementation blueprint to ensure a methodical and smooth deployment.

Client:

- › Digital agency

Sites:

- › 600 users across 5 locations

Solution:

- › Voice Enabled Teams