

Case Study

Healthcare Vertical

BCM One provides a dermatology practice with a UCaaS solution that meets its needs and a team that has its back.

Challenge

This dermatology practice had grown through acquisition to 90+ offices in the Northeast U.S. and had been relying on UCaaS from BCM One for its unified communications and collaboration needs. When a competitor approached them and promised big savings and free phones, the CFO and IT director decided the organization needed to make the switch, despite the concerns of the person responsible for the day-to-day management of UCaaS internally. The new provider didn't have a comprehensive project plan for the move, nor did they understand the resource constraints of the IT team. It takes a tremendous amount of coordination to migrate 90 locations and the vendor expected the tiny IT team to handle much of it on their own, without providing guidance and support. On top of the migration, the IT team was also having to manage integration of new acquisitions, which were happening at a steady clip. It would not be an exaggeration to say that the first couple of locations were a disaster and the vendor ended up disconnecting main numbers. The practice came back to BCM One and asked for help.

Solution

The first order of business was to get the offices reconnected. From there, BCM One worked with the organization to get an updated deployment of UCaaSone, BCM One's managed UCaaS solution. We reevaluated their entire installation of 1,000 UCaaS seats and found opportunities to consolidate that down to 700 seats to deliver cost savings. Additionally, the team reviewed and updated the E911 report and provided new phones. Perhaps most importantly, they also assigned an entire team to them—including a client relationship manager and a dedicated project director—to provide the service and support they need, working as an extension of their internal IT team. The group holds monthly account review calls and quarterly business review calls to keep service and plans on track.

Benefits

With BCM One as a partner working hand-in-hand with their IT team, rather than as a hands-off vendor, the organization has peace of mind that all of its UCaaS bases are covered. The solution delivers the communication and collaboration capabilities they want. And their BCM One team provides the planning, guidance, and support they need.

Client:

- › Dermatology practice in the Northeast

Industry:

- › 90+ offices, 700 UCaaS seats

Solution:

- › UCaaSone