

Case Study

Manufacturing Vertical

Global cosmetics company makes over its voice and data infrastructure with BCM One.

Challenge

A global cosmetics giant had worked with BCM One, having purchased TDM-PRI for a few of its sites in the U.S. They had been planning to move off its antiquated services using pooled trunk resources. And then something happened.

A local carrier had started sending invoices to the wrong location and then shut down that service for non-payment. The IT team knew that BCM One offers SIP trunking and reached out to see if we could help. The BCM One team jumped into action, on a Saturday, to turn on and test new phone lines that were fully operational by first thing Monday morning. That all-hands-on-deck support made an impression. They felt that BCM One was truly part of their team and this was a value they wanted to extend across their entire U.S. voice infrastructure and more.

Solution

BCM One worked with the company to build a solution of 250 SIP trunks with 2,700 DIDs. Trunk sharing freed them from the 23-channel requirement of a PRI, enabling them to implement a follow-the-sun approach.

Additionally, the company is relying on BCM One for data circuits—procurement for data centers in China and Florida and a few offices in the Northeast, as well as proactive monitoring and management—plus Internet services.

Throughout it all, they've worked consistently with their BCM One project manager who provides them with a single point of contact and outstanding, white-glove service.

Looking ahead

The PRI-to-SIP migration isn't the only upgrades the company is anticipating for its infrastructure. They are planning a complete network refresh of the global WAN, working with BCM One to replace its MPLS network with Internet as well as SD-WAN.

Client:

- › Global cosmetics company

Sites:

- › 55 locations worldwide

Solution:

- › SIP Trunking
- › Managed Connectivity