BCM One helps a nonprofit transition to a modern voice system on their time frame and budget.

Challenge

Funds are tight at this nonprofit, which provides housing and other services to an underserved urban population, so they maintain systems for as long as possible, investing in upgrades only when absolutely necessary. As a result, 80% of its phone system is still running on legacy copper-based PRI services. When they are forced to make a move because there's a failure or copper circuits are decommissioned, BCM One upgrades them to SIP trunks over Ethernet. But many of their 44 locations are in old buildings in residential neighborhoods where there simply isn't enough commercial activity for carriers to bring in business-grade fiber to support the necessary upgrades. They needed a modernization plan that fit their conservative approach and budget and that would address the location-based service challenges.

Solution

Despite continuing to run on legacy systems, the nonprofit had a great relationship with the BCM One team. That's because we work with all of our clients to deliver the right technology solutions to support their organizational goals and budgets. We developed a phased plan to help them transition them off their PRIs to modern technology on a time frame that works for them. The organization had a completely outsourced IT function, so the plan and the BCM One team accounted for the extra support needed to help them stay on track on their end.

Phase one included six sites—with 102 SIP trunks and over 500 DIDs—and the plan is to fully transition the organization over the course of a year. All the PRIs are being upgraded to BCM One's Managed SIP offering, and the old MPLS circuits are being upgraded to Ethernet wherever possible and using broadband where it's not.

Looking ahead

Once the project is complete, BCM One will fully manage their entire SIP trunking implementation, so the nonprofit can focus on its mission. The organization recently hired an internal IT staffer, and the BCM One team is working with them to plan ahead, laying the groundwork for potentially replacing its network with SD-WAN in one or two years.

Client:

› Nonprofit providing housing and other services

Sites:

› 44 locations

Solution:

› Managed SIP