

Case Study

Legal Vertical

BCM One provides a law firm with managed SIP that delivers QoS and reliability.

Challenge

A law firm with almost 900 attorneys working in 27 locations worldwide was looking to modernize the voice system for its dozen or so offices in the U.S. They knew that SIP trunking was the right technology, and they had a number of specific requirements. Quality and reliability were critical, as was security of their voice traffic. The solution had to work with their existing Cisco UC Managers and it had to support E911.

Furthermore, because the office locations were geographically dispersed, it would require multiple carriers per region and the organization was looking for a managed SIP provider that would offer carrier management and provide one monthly bill.

Solution

BCM One's Managed SIP (mSIP) offering delivers everything the firm was looking for—and more. We designed a solution to be implemented at the client's two data centers, with 50 SIP trunks in each location in an active/active configuration and 3,000 DIDs. mSIP is interoperable with the Cisco Call Manager PBX and supports E911. Unlike many SIP offerings that place SIP trunks over the Internet, mSIP carries voice traffic over our nationwide private MPLS network. This not only reduces latency, packet loss, and jitter for true quality of service (QoS), it also supports the security the firm was looking for. The implementation enables automatic failover between the two sites, with seamless transition if there's a failure at either site, provides the reliability the client requires. Additionally, the mSIP portal gives the client access to Disaster Recovery, E-911 Configuration, visibility into their entire voice network and makes it easy for them to manage users, port and assign numbers, and more.

Benefits

Not only was BCM One able to check all the boxes of the law firm's requirements, the mSIP solution delivers the management relief they were looking for. They now have one partner who's managing their entire U.S. voice infrastructure for them, giving them a single point of contact to work with. And with one consolidated monthly invoice, the administrative process is streamlined. By partnering with BCM One, the client has consolidated its voice services under the roof of a strategic, long-term partner they have confidence in.

Client:

- › Global law firm

Sites:

- › Around a dozen locations and 3,000 DIDs

Solution:

- › Managed SIP (mSIP)