



University migrates from an on-premises based phone system to a cloud-based system—Microsoft Teams with the flexibility on times and terms that BCM One could provide.

Challenges

They needed a partner, but not just any provider would do. They wanted a reputable SIP company. The solution must provide SIP with hand off to their SBC, which they would configure and manage. And the implementation plan had to happen on their school-year-based timeline. Many companies they evaluated required an all-or-nothing approach to the cloud. Others that could support a hybrid configuration would require the university to purchase a UCaaS license they didn't want or need.

Solution

BCM One quickly became the obvious choice. Not only were we a well-known, reputable SIP provider and Microsoft partner with a Teams solution, our team was also familiar with the Avaya system they had in place. We designed a solution of SIP to Avaya and SIP to Teams with our Enterprise Voice solution leveraging their existing equipment and without any extraneous components. And we built a project plan and timeline that aligned with their technology testing process and rollout window based on the school year calendar.

The process started with a trial using SIP to Avaya as the primary and SIP to Teams as the backup. Once the university's IT team was comfortable with the cloud portion of the solution, it was fully implemented during the summer months as the primary, moving SIP to Avaya as backup.

Overview

- **Client:** Top-ranked public university
- **Implementation:** Fundraising operation
- **Solution:**
 - ✓ SIP Trunking
 - ✓ Enterprise Voice





Benefits

The full solution has now been in use and delivering rock-solid service for several years. As a cost-conscious organization with no appetite for chasing the latest shiny new technology object, that's exactly what this client wants. BCM One continues to provide the support they need for the solution that's in place—and working—today. This allows the university to leverage their legacy equipment for as long as possible without compromising on the capabilities or quality they need.

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