



BCM One plays a pivotal role in successfully executing a strategic connectivity initiative for a major manufacturer

Challenges

One of the leading manufacturers of semi-trailers in North America made the decision to move away from MPLS and onto their third-party SD-WAN solution, which the company was using as the core of their security architecture. This transformation project, which was one of their major strategic initiatives, was key to making a number of improvements for their manufacturing operations.

With over 10K suppliers in their supply chain, as well as specific requirements related to approval processes, departmentalization of expenses, cost centers, electronic delivery, etc., it was going to be a big challenge to execute effectively without disruption and production downtime. That's why they were looking for a single supplier to administer, project-manage, deliver, and provide day-two support for the initiative.

Overview

- **Client:** One of the leading manufacturers of semi-trailers in North America
- **Sites:** ~35 locations, including headquarters, manufacturing, office, and data center sites
- **Solutions:**
 - ✓ Managed Connectivity
 - ✓ Technology Expense Management - Sophia™





Solution

The company selected BCM One for our ability to be the one-stop-shop partner they were looking for—we could provide a single point of contact for primary and backup connections and we would handle all fiber builds and cable connections, as well as ancillary services like 4G/5G wireless. Additionally, they liked the 24x7 proactive monitoring function of our VitalView capability.

But what ended up being the biggest value that BCM One delivered—by a long shot—was thanks to the unique combination of our expertise, deep relationships and buying power in the industry, and our Technology Expense Management solution, called Sophia™. A number of locations required builds, and many of those sites were mission-critical and therefore needed a second, diverse connection. Each build requires funding and when you add it all up over the life of the project, it would result in significant additional costs. With Sophia, we were able to take a strategic view of the entire initiative and build business cases with the suppliers to “make the math work” better for everyone. The suppliers were able to maintain profitability with this client overall as opposed to viewing each site build individually, while the company was able to save money on the builds, allowing them to allocate those funds to other areas.



Results

Despite a tight deadline that required BCM One to move fast, we were able to release the first wave of fiber connections within 90 days and get the entire project completed for all three-dozen sites within a year. Of course, with a project of this size and complexity, there will also be challenges. Thanks to the dedication and creativity of the BCM One team, we were also able to find workarounds and solutions that would deliver on the company's business requirements.