



Credit union saves money and streamlines voice and connectivity with BCM One

Challenges

A regional credit union that operates 25 branches in primarily rural locations was using a legacy PBX phone system. This was expensive—the cost of PRIs has skyrocketed in recent years, and their SIP provider required them to purchase a dedicated Internet circuit for the SIP trunk which added even more costs to their voice infrastructure. The plan was to migrate all of their users to Microsoft Teams.

The credit union also had a contact center, but their capabilities were limited. They needed to add SMS and other omnichannel tools and had selected an industry-leading CCaaS solution from another provider, which would integrate with their financial software.

As for Internet connectivity, they were contracting directly with carriers nationwide, but because their branches were dispersed geographically, often in rural locations, this required multiple providers. Not only was this complex to manage, they weren't getting the level of service they wanted from any of the providers. One carrier in particular had multiple outages and it took far too long to get ahold of anyone in support and restore service.

Solution

BCM One designed a solution to provide all of the credit union's voice services through one provider. We migrated the organization to Microsoft Teams with 25 voice channels aligned to Teams users. And while the CCaaS provider does offer voice, it would be easier for the credit union to consolidate all voice under BCM One, so we also delivered 35 contact center voice channels to the CCaaS provider via the bring-your-own-carrier (BYOC) option. And with our Managed Connectivity, BCM One upgraded all locations with 46 dual dedicated internet access (DIA) circuits and 23 broadband circuits. We also provide ongoing proactive monitoring and remediation across all internet connections.

Overview

- **Client:** Regional credit union
- **Scope:** 25 locations plus a contact center
- **Solution:**
 - Pure IP Operator Connect and bring-your-own-carrier for a industry-leading CCaaS solution
 - Managed Connectivity

Benefits

The new solution saved the credit union over \$25,000 monthly in voice and network costs. The network upgrades standardized connectivity across all the branches and more than doubled the available bandwidth. And with proactive monitoring, which they have never had before, the risk of downtime is greatly reduced. Additionally, the carrier consolidation means that the company now has just one vendor to work with, with one invoice and a single point of contact for support and escalations.

Looking ahead

The credit union has SD-WAN and firewalls that they are currently managing themselves. BCM One provided a roadmap for moving to managed SD-WAN and managed Next Gen Firewall services to further reduce management complexity for the IT team. Based on their positive experience with BCM One throughout the Teams migration and connectivity upgrade, they're planning for that initiative in the next year.