



An agriculture company plants the seeds for a global, unified communications infrastructure with BCM One



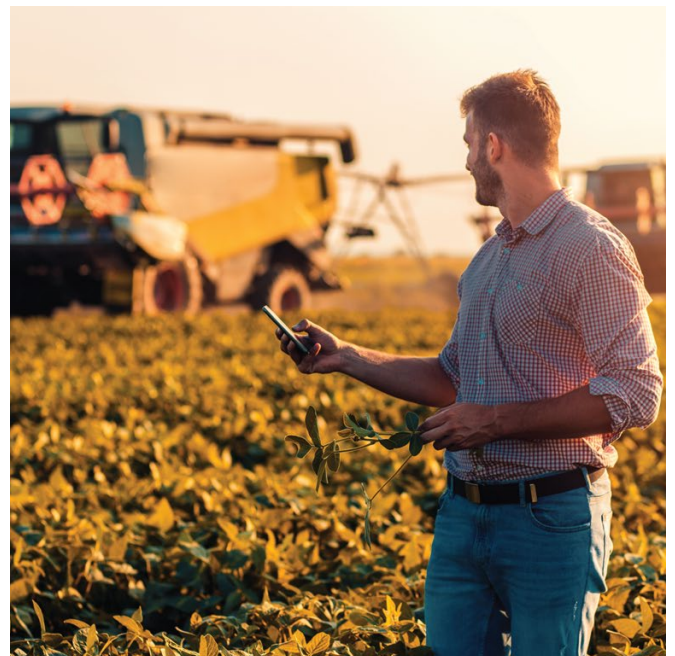
Challenges

This global agriculture company with 40,000 employees in more than 50 countries has, through years of organic and M&A growth, created a highly fragmented voice communications infrastructure with a wide range of disparate systems. This created different communications experiences for employees, depending on which platform they are using, and created data silos. With so many different suppliers, it also made invoicing and support much more difficult to manage. It's typically expensive to integrate multiple voice systems into core applications and workflows, and for one help desk to support the different solutions.

This large organization's goal was to consolidate their voice phone system into one unified platform globally. Since the company already used Microsoft Teams for meetings, it made sense to build on that for their phone system with Microsoft Teams Operator Connect, which is a fully featured business phone and collaboration system within Teams. The strategy was to split the project into phases. The first phase targets North America, which accounts for nearly half of their worldwide user base, and will serve as a benchmark for subsequent rollouts in other regions globally

Overview

- **Client:** Global agriculture, chemical, and seed company
- **Scope:** 2,750 call paths and 10,000 DIDs in North America, with plans to triple as project rolls out into 50+ countries
- **Solution:** Pure IP Enterprise Voice for Microsoft Teams Operator Connect





Solution

There were two main factors that made BCM One the obvious choice to provide a unified global enterprise cloud voice solution. First is our global footprint—full PSTN replacement in 50 countries and voice coverage in 137 countries—which enables the client to consolidate to a single provider in as many countries as possible. Second is our vendor-agnostic approach. This means we can service all of the client's as possible.

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The Pure IP Operator Connect SIP Trunking solution is based on concurrent call paths not users, which provides a more cost-effective implementation. The company is starting with 2,750 calls paths and 10,000 direct inward dial (DID) numbers with the flexibility to grow as needed—and this is expected to triple over a two-year period as the system rolls out to all of their office locations worldwide.



Results

Part of what drives BCM One's vendor-agnosticism is our client-centric approach. We started with this client's desired time frame, then worked back to build a plan that aligns with their target dates. And we created a ramp pricing plan that delivers up-front volume cost advantages while offering the flexibility to maintain their own rollout pace. The solution allows the client to significantly reduce the number of carriers it has to manage, which streamlines their telecom spend and significantly simplifies billing and support. And they are able to normalize the end-user experience to provide a seamless experience for employees across the globe.

