



BCM One Streamlines Microsoft Teams Migration for Global Biopharmaceutical Company



Challenges

A global biopharmaceutical company with operations in nearly 40 countries, including large campuses and manufacturing sites, had a complex voice infrastructure. Their systems spanned the range from analog (fax, lab phones, elevator lines) to legacy digital (Skype for Business) to modern (Microsoft Teams). The company was the process of slowly migrating over to Teams and was introduced to BCM One's Pure IP Enterprise Voice via a partner who was working for the company as a consultant in a few sites in Europe. The company was impressed by BCM One's expertise and the engineering time we invested in planning those sites—for example, understanding their door entry systems and integrating them into our network.

At the same time, the company started to have problems with its US provider, a major national carrier. Massive outages are disruptive for any organization, but as a pharmaceutical company, they were subject to FDA regulations that require the provision of certain phone numbers. Non-compliance—such as when those numbers are down—puts them at risk of fines, penalties, withholding of approvals or clearances, and more.

That same compliance climate was also a critical factor in their overall migration to cloud-based systems and modern communications features, such

Overview
<ul style="list-style-type: none">• Client: A global biopharmaceutical company• Scope: Large campuses and manufacturing sites in nearly 40 countries• Solutions:<ul style="list-style-type: none">- Pure IP Enterprise Voice for Microsoft Teams Operator Connect- Integration with the company's UCaaS infrastructure for analog support- Cloud PSTN routing via Pure IP Enterprise Voice

as transcription and recording. Those broader transformation efforts needed to happen efficiently and in a timely manner, while at the same time adhering to all regulatory requirements.

The company wanted to scale the level of smart planning that BCM One had provided to more sites and, at the same time, to disaster-proof their estate to eliminate the constant outages.



Solution

From a technology perspective, the solution included Microsoft Teams Phone with Operator Connect, integration with the company's UCaaS infrastructure for analog support, and cloud PSTN routing via Pure IP Enterprise Voice. But just as important was the team supporting them—a project manager and two dedicated service delivery experts, one in the US and one in the UK—and weekly calls to ensure that plans stayed in track.

After the project kicked off, COVID hit, requiring them to accelerate the transition. The team worked with the company to reprioritize accordingly, focusing on meeting and calling functionality first, followed by telephony. Once the full transition to Teams was completed, the legacy infrastructure was decommissioned in phases, and the bulk of the project was completed a month ahead of schedule. And the team continues to work with the company to plan for new feature adoption, such as Microsoft Copilot.



Benefits

The Teams migration had a lot of moving parts for the company—including contact center, CRM, business intelligence, and other systems in addition to calling—that all had to be coordinated at every site. Thanks to the expertise and dedication of the delivery team, BCM One was able to make the telephony component simple for them so they could focus on all the rest.

Consolidating their telephony with BCM One delivered a 25% cost savings. And BCM One was able to help them in additional areas as well. For example, they needed HIPAA-compliant call recording, but their current provider was outrageously expensive. Because of our deep expertise in the healthcare industry, we were able to connect them with a provider that we could vouch for based on experience, saving them even more money.

