



BCM One Delivers International Voice and Unparalleled Service to Global Shipping Company



Challenges

A global shipping and logistics company with 10,000 employees and operations in 130 countries was using a major communications integrator, but they weren't getting the level of service and support they needed. They were frustrated by the lack of understanding of their requirements and environments, the lack of quality engineering, and the lack of direct relationships—and it felt like the provider wasn't even trying to deliver these things. They turned to BCM One's Pure IP Enterprise Voice for a couple of their sites and discovered the white-glove service, along with the solution flexibility and expertise, they'd been craving.

Meanwhile, their Cisco system, which didn't integrate with their Microsoft estate, was heading toward end of life. The company's voice requirements were far from simple. They were integrating acquisitions with complex tenant migrations and calling plans that didn't align with their expanding architecture. Porting was manual and slow, causing delays and errors.

What they needed was a global PSTN provider with coverage in certain key countries that could provide reliable digital number porting, contact center interoperability, support for hybrid deployments, and scalability for future mergers and acquisitions. Many providers are experts in either Microsoft or Cisco, but the company was ideally looking for a partner who can do both. And, if possible, they wanted faster

Overview

- **Client:** A global shipping and logistics company
- **Scope:** Over 100 locations in major port cities around the world
- **Solutions:**
 - Pure IP Enterprise Voice for Microsoft Teams Direct Routing and Direct Routing as a Service
 - Full PSTN replacements in over 50% of sites
 - Cisco Webex Contact Center integration
 - Hybrid SBC support (physical and virtual)
 - Number porting support across acquisitions

number provisioning as well as the ability to decouple porting from tenant migration.

Because of the great experience with BCM One, and their ability to meet all of these requirements, the company moved half of its estate to Pure IP Enterprise Voice, keeping the remaining half, which was still under contract, with the current provider.



Solution

The company's voice estate was sprawling and complex, which is exactly why they needed the flexibility and expertise and BCM One offers. For example, they still had some relatively new SBCs that they wanted to continue to use to maximize their investment, and we worked that into the solution.

BCM One worked with the company to execute a phased rollout across countries and acquisitions with a staged porting approach and tenant-to-tenant cutovers performed on single weekends to minimize disruption.



Benefits

The company saw immediate results with some quick wins, including reduced conferencing costs, project acceleration from fast number provisioning, and reduced migration risk from pre-porting. Over the longer term, they've benefitted from more flexible rollouts and increased confidence in their overall global voice strategy.

Prior to BCM One, it took half a dozen people to manage the global voice estate. Now, with the streamlined approach and improved porting and provisioning—it's very easy to flip a site over to Teams—the work can be done by one person, and the other five were freed up to turn their focus to other parts of the organization. In fact, they were able to do porting requests for 100 different sites within one year, something that would previously have been unheard of.

Looking ahead, as the contracts with the other major provider expire, the company anticipates moving the rest of their estate over to BCM One.

