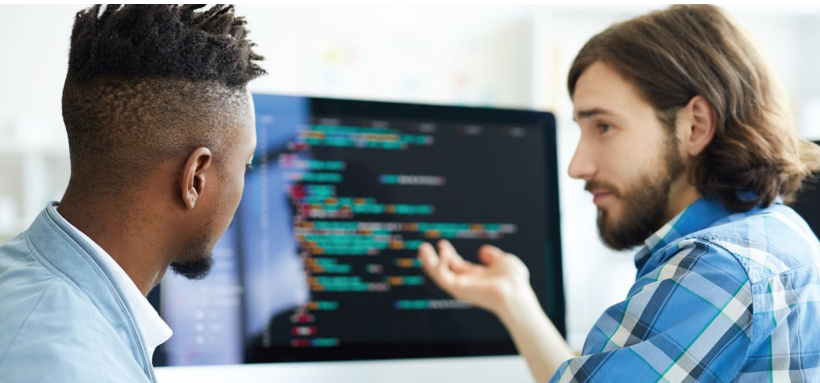




IT Consulting Company Saves 50% With Multi-Platform Voice Solution From BCM One



Challenges

An IT consulting company had two providers delivering voice services: one in the US and the other for the rest of the world. Managing multiple providers always comes with extra contracting, billing, and support efforts, but they were having additional issues and frustrations, particularly with the US provider. Their costs were highly variable from month to month, but with complex billing—they received separate invoices for different services with little transparency—it was difficult for accounts payable to reconcile monthly expenses with budget projections. They believed that that there was potential to lower their overall cost structure.

In addition to consolidating providers, which would require a partner with a global footprint, and reducing costs, the company had several additional key requirements. As a large Cisco VAR, they use Cisco Webex across their own company, but they have lab and demo environments that also use Microsoft Teams, so they needed a multi-platform provider and solution that would support both without compromise.



Solution

BCM One's Pure IP Enterprise Voice, supporting both Webex and Microsoft Teams as well as encryption for traditional SIP services for hybrid and transitional environments, was an attractive option. As an IT-focused business, the company has significant in-house expertise. They understood the complexity of the solution and were highly impressed when the proof-of-concept environment was spun up within 48 hours and traffic was passing between multiple platforms—it all worked exactly as expected with no hiccups or gotchas.

And there was another factor that made the BCM One solution stand out. There is a Teams Operator Connect limitation where, with most providers, you can't outpulse the same phone number from multiple platforms. In other words, you can't use the same caller ID number for outgoing calls

Overview

- **Client:** IT consulting company
- **Scope:** Global
- **Solution:**
 - Pure IP Enterprise Voice for Webex and Microsoft Teams Operator Connect
 - Full PSTN replacements
 - 800 US DID's, as well as US and international toll-free numbers

from both Teams and Webex environments. But because BCM One owns and operates our own infrastructure, we can enable that outpulsing on both platforms.

BCM One also provided full PSTN replacements and 800 US DID's—including the ability to preserve metadata with originating caller ID when transferring between systems—as well as US and international toll-free numbers.



Results

BCM One reduced the company's spend by 50%. With a calling bundle, costs are now consistent and predictable from month to month. And because the company can easily see usage details, any variability, primarily from their toll-free numbers, is easily understood. And consolidating down to one provider with one invoice and one point of contact for support reduced management overhead.