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BCM One's Pure IP Enterprise Voice powers Cisco Webex for a global insurance company

Challenges

A global insurance company was using Webex, which offered a unified platform for all of its communications and collaboration needs—with one major exception. Voice services were provided via a combination of a legacy, on-premises solution and direct calling plans from Webex. This setup had a couple of drawbacks. For the users, it meant that an important communications channel wasn't integrated with their primary platform. From an IT perspective, not only was there the overhead of managing the on-premises solution, it also meant dealing with local carriers—each with their own terms, contracts, billing, etc.—which added unnecessary complexity and bottlenecks.

Solution

The company wanted to create a truly unified platform, and they had a couple of requirements for the new solution. First, they needed one partner who could service all the countries they had a physical presence in. While all of the providers they evaluated had PSTN availability in some countries, only Pure IP's Enterprise Voice solution could support 100% of the global footprint that was in scope for this project. And because Pure IP Enterprise Voice is a one-to-many solution, allowing one plan for every four people unlike Webex's one-to-one requirement, it was the more cost-effective option. Finally, they wanted centralized billing so that local offices didn't have to deal with invoices and payments. In addition, Pure IP Enterprise Voice offered one more key advantage, but the company didn't recognize it until implementation began.

Overview

- **Client:** Global insurance company

- **Scope:** Powering ~8,000 employees in eight countries with an enterprise voice solution for Cisco Webex

- **Solution:** Pure IP Enterprise Voice with managed global PSTN

The Pure IP service delivery team worked with the company to develop a two-phase plan. Phase one focused on getting all the international sites up and running. The client was blown away by the team's knowledge and expertise related to porting and tying calling plans into Webex. In fact, that first phase was executed so smoothly and quickly—the whole phase took only two months—they accelerated phase 2, which was the rollout to all domestic US users.

Results

Not only was the entire project completed much more quickly than anticipated, the company was able to save a significant amount of money on the voice portion of their communications platform. And with all invoices now going directly to their headquarters they've streamlined the invoicing process, taking the burden off of its local offices.