



## Case Study

### Retail Vertical

BCM One helps a retailer with unique requirements support rapid growth.

#### Requirements

A popular retailer was growing fast, opening 54 stores in just one year. They had a small IT team that the company wanted to keep focused on initiatives to drive business, such as technology to deliver coupons to customers' smartphones as soon as they walk into a store. But these types of services require a solid network foundation. Security was important—they needed a private network for their point-of-sale system. But even more critical was their need for a partner who could be flexible. They wanted a managed service for the MPLS and all the benefits that come with it. But they also needed to know that if one of their own employees needed to make a change for whatever reason, they had the option and capability to do that. This requirement precluded them from working directly with the carriers, who are unwilling to provide access, or even visibility, to their equipment.

#### Solution

At BCM One, flexible and custom are what we're all about. But it's not just about saying "Yes" to client requests. We worked with the company to create a co-managed solution that was fully thought through and vetted. We wrote up the legal documents to ensure there was no exposure for any party and that everyone involved stayed compliant with all applicable requirements. And we made sure the client and their IT vendor were comfortable with the co-management arrangement.

#### Benefits

Every company has its own unique requirements. It's easy when those requirements fit neatly into a provider's offering. But when they don't, BCM One doesn't think you should have to compromise. This retailer had a custom need that others weren't willing to support. BCM One designed a solution that delivered exactly what the client wanted—and did it in a thoughtful, responsible manner. And we're continuing to support their needs as the company evolves. For example, we're now looking at how to integrate SD-WAN to upgrade their infrastructure for the next generation of network services.

**BCM One designs a unique (mostly) managed MPLS service to provide the right balance of support and control**

#### Industry:

- › Retail

#### Customers:

- › Upper mid-market apparel for men, women, and children