



Case Study Hospitality Vertical

BCM One Delivers Yacht Cruising and Events Company One-Stop Connectivity

Challenge

When the new Vice President of IT started at this yacht cruising and events company, he found an understaffed team struggling to deal with day-to-day demands. With around 10 Internet and MPLS providers delivering connectivity to their 20 locations across the US, the team simply couldn't keep up. Ordering circuits required individual deployment calls with each carrier, which was eating up a lot of their time. The VP needed to upgrade the network infrastructure and he wanted one partner to be a single provider for all their services.

Solution

The company chose BCM One to be their one-stop-shop partner. They needed redundant connectivity at each location and engaged BCM One for the design, contracting, deployment, and management of the entire solution. We built a plan for dual Internet connections at each site that includes a primary fiber Internet circuit and a fully diverse tertiary secondary option. Because many of the company's locations are in connectivity-challenged areas, such as ticketing booths located on a pier, we offered a range of secondary options, including coax cable, fixed wireless, and even 4G LTE.

Results

Without a managed solutions provider like BCM One with a deep portfolio of different types of connectivity offerings, the company's under-resourced team simply would not have been able to put together a comparable solution. With a dedicated BCM One project manager, they have a single point of contact for everything implementation-related from all the different underlying carriers. The VP doesn't need to sit on endless calls and worry about who's handling what— he knows if he has a question or needs an update, there's one person he can go to. Because everything is funneled through the BCM One project manager—who proactively engages the carriers for status updates, estimated timeframes, etc.—communication is clear and efficient. Problems, and there will always be issues that crop up during implementation, are uncovered and addressed swiftly. For example, the project manager identified two sites in New York where the cable provider was unable to deliver the needed connectivity. The project manager collaborated with the BCM One pricing team and sourced two alternative fiber connectivity and fixed wireless options, and was able to provide the client with that information within 24 hours.

The client has recently acquired a similar-sized company, doubling the number of locations to be updated using the same connectivity structure. And because the IT staff has been freed up, they now have the time to focus on other projects, including plans to upgrade their voice infrastructure in the near future.

Client:

- › Yacht cruising and events company

Number of sites:

- › 20 locations across the US

Solution:

- › Managed Connectivity
- › Broadband Wireless Connectivity