Human Focused. Technology Solutions.

Financial Vertical

Customer Success Story

BCM One proves its value as a trusted partner over the long haul.

CHALLENGE

When you're a new CTO walking into a financial services company, you never know what to expect. What technology is in place, and how up-to-date and cost-effective is it? Are best practices being followed? Does it support the business strategy? Does it meet performance and uptime requirements? Does it meet compliance requirements? This financial services CTO was about to come on board to a new organization that was a carveout from another firm. They needed an internet circuit installed fast, in less than a week. From a technology perspective, it's a small project, but for the business it was huge—they couldn't officially establish the new organization until that happened. That's why he called BCM One.

SOLUTION

The CTO first met BCM One over 12 years ago. At that time, he engaged us to perform an audit of all his carrier invoices and then we recommended and implemented a solution, overhauling the entire environment to bring in best practices and improve uptime. More importantly, he built a trusted relationship with the team at BCM One that went well beyond the technology infrastructure at this particular company. As he progressed through his career and moved on to new companies, all within the financial space, he brought BCM One with him to perform an initial audit, recommend improvements, and even do a forklift of the environment if that was needed. BCM One installed 90-95% of the technology services in each of the companies that he has worked at over the course of his career.

BENEFITS

BCM One has become a strategic partner for this CTO of various financial companies. He knows with confidence that he can make an immediate positive impact on every new company he goes to. By bringing in BCM One to do a technology audit, he gets full visibility into the environment, so he can more quickly be effective by providing best practices, newer technology, redundancy, and a single point of contact. Because of his long history with us, he knows that process isn't just cookie-cutter, and that he can rely on BCM One to focus on the company's specific needs and requirements. For example, one company was struggling with call center issues, so BCM One focused a good portion of the audit on those flows, and then installed a new hosted VoIP system to provide seamless failover, more features, and better management reporting. At another company, productivity was being hampered by latency in cloud-based applications, so there we installed Azure ExpressRoute.

This CTO has confidence that BCM One has the expertise and solutions to address any technology requirements he has. But more importantly, he knows that BCM One provides the trusted relationship that gives him the peace of mind that no matter how big or how small the technical challenge at hand is, we're there for him.

BCM One performs technology audits and recommends solutions to deliver business improvements

Industry:
Financial services

Customers:
Various financial companies

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