![ARCUS - Powered by Bridgepointe Technologies]
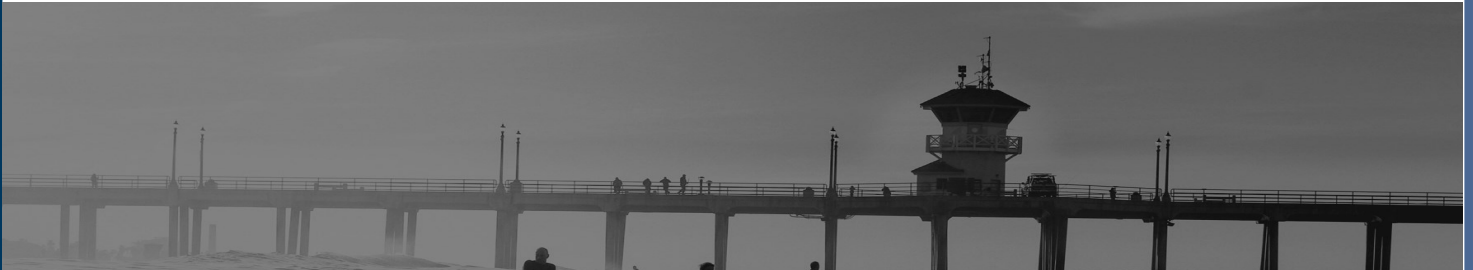![BANKERS INSURANCE]

Bankers Insurance Evolves Communications for the Modern Workforce and Reduces Expenses

*"With Arcus, we have easy access to subject matter experts.
It's just an easy way to extend your team to quickly tap into quality options for your project."*

- EJ Fogarty, VP of Technology

Case Study Company Overview

Insurance Brokerage

Bankers Insurance was formed by an association of banks in 1999 as a trusted insurance broker. Tracing the roots of its founding agencies all the way back to 1896. Bankers ranks among the largest privately-owned Independent insurance agencies in the country and they remain structured to provide local client support at each office.

Company Size: 21 locations/~280 Employees   **Industry:** Insurance

Technology Focus

Voice

Unified Communication
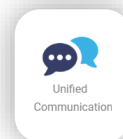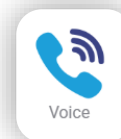
Challenges

Bankers Insurance needed to optimize their communications and network

- Legacy on prem voice system required MPLS leg for QoS.
- Dramatic shift in working locations changed how employees communicated.
- Use of softphones with legacy system resulted in constant issues and dropped calls.
- Rapid adoption drove them to find solutions that leveraged Teams as the endpoint.
- Had needs for contact center functions for a group of specific users.

Use Case

Overall Savings Total

~$100,000/yr

Bankers desired a Teams driven experience for its users

- Looking replace the on-prem system with a cloud based solution.
- Wanted to leverage Teams as the primary interface.
- Needed PBX type capabilities for more complex contact center needs.
- Focused on finding an easy to use interface.
- Wanted a flexible system to work for users who are on the move.
- Open to functions beyond immediate needs but future focused.

Voice TCO reduced

30%

Results
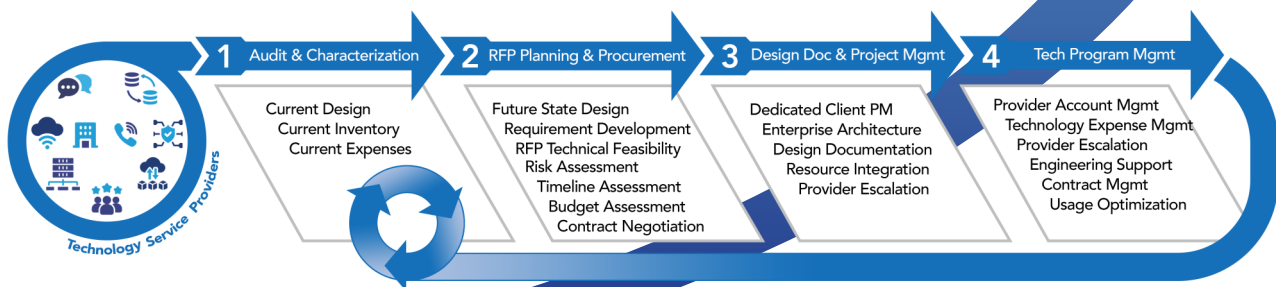
WAN Costs Reduced

47%

Banker's Insurance results since their UCaaS deployment:

- Arcus identified potential platforms that addressed their specific needs.
- Final decision based on both current and future needs and potential demands.
- New platform leverages Teams with full function PBX abilities in front of it.
- Change eliminated the need for high cost MPLS connections.
- Adoption was simplified for end users and enabled an easy transition.
- Have additional functionality available beyond their initial requirements.
- Arcus will provide ongoing program management and operational support.

Technology Service Providers

1 Audit & Characterization

Current Design
Current Inventory
Current Expenses

2 RFP Planning & Procurement

Future State Design
Requirement Development
RFP Technical Feasibility
Risk Assessment
Timeline Assessment
Budget Assessment
Contract Negotiation

3 Design Doc & Project Mgmt

Dedicated Client PM
Enterprise Architecture
Design Documentation
Resource Integration
Provider Escalation

4 Tech Program Mgmt

Provider Account Mgmt
Technology Expense Mgmt
Provider Escalation
Engineering Support
Contract Mgmt
Usage Optimization

Arcus is a Strategic IT Consulting and Project Management Firm
The lifecycle approach to Auditing, Procuring, Implementing, and Supporting
all areas of technology results in customers making better IT buying decisions.