



Total Connect NowSM Case Study:
Bay Microsystems selects
Unified Office for Unified
Communications Solution

To see how we can deliver these results for your business please contact us at (603) 427-9500 and we will analyze your needs and provide a solution tailored for your business.

Unified Office, Inc.
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About Bay Microsystems:

Bay Microsystems is a pioneer in developing mission-critical, big data wide area networking applications. Bay Microsystems helps its customers address challenges with geographically dispersed data regardless of network capacity, data volume, application or location. Since 2006, the company's innovative offerings have made complex, distributed applications possible by increasing the value, accessibility and management of an organization's data.

Through Bay Microsystems' patented technologies, resources such as compute, networking and storage can be integrated into the same platform, enabling some of the most mission-critical, distributed data applications around the world. Bay Microsystems' clients include large global organizations such as, the National Football League, the Dept. of Defense and other US Government agencies.

Bay Microsystems provides a seamless, application-agnostic data platform for media & entertainment, financial services, life sciences and government organizations. Bay Microsystems is headquartered in San Jose, California, with additional research, design, and development facilities in Germantown, Maryland. The company also has satellite offices around the world with a large number of remote employees working from home offices.



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The Business Challenge

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Bay Microsystems needed a reliable, dependable, highly configurable, fully featured unified communications system to which it could trust its mission critical client communications. The Company cannot tolerate any downtime in its communications and it needed all of this delivered within the context of a managed service.

Bay Microsystems was not happy with the poor quality of voice service and lack of feature flexibility that it was getting from its incumbent provider which was a well-established vendor. Bay Microsystems could no longer tolerate the consistent dropping of calls and poor voice quality with its customers. Bay Microsystems was looking for higher functionality in a Unified Communications service that was easy and simple to use. With Bay Microsystems' high profile customer base, it needed a reliable, high quality dependable service.

Bay Microsystems no longer wanted to staff an internal IT department just to manage its own communications systems. The Company was tired of having to deal with hardware, software, and cloud vendors all pointing fingers at each other when something went wrong. Bay Microsystems was ready to outsource these functions to a single service provider. Bay Microsystems wanted to invest in R&D and product development, not in running its own internal communications network. It was also crucial for Bay Microsystems and to be able to add overseas VAR(s) into their network to be able to communicate with them directly and easily as they would any in-house team member.

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The Unified Office Solution:

Unified Office, the leading managed services provider offering reliable, hybrid, cloud-based, virtual communications and IoT services deployed its Total Connect NowSM service which integrates voice and video communications, messaging, service-level monitoring, business continuity, and advanced business analytics tools for Bay Microsystems.

“Voice service uptime and quality are extremely critical for us and our customers.” said Harry Carr, CEO, Bay Microsystems. “We have great confidence in Unified Office’s highly resilient and dependable Highest Quality Routing Cloud (HQRPTM) network. It is such a pleasure to work with a company that is so innovative and flexible. Rather than prescribing a one size fits all solution, they work with us to design the solution based on what is most important to our business and our customers. They are always very responsive to our needs.”

Unified Office provides Bay Microsystems with advanced Unified Communications features including:

- Hybrid cloud and premise based managed service
- Advanced UC features
- Highly configurable and flexible platform
- Virtually unlimited concurrent calls
- Exceptional customer service and support
- Patent pending HQRPTM transmission network which delivers highest quality business-class voice service
- Highly resilient, nationwide, Cloud network
- LTE seamless backup solution, delivering business continuity
- Remote satellite office and home worker support
- Ability to use the device of their choice
- International calling

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The Net Result:

Bay Microsystems is very happy with the training they receive, the platform flexibility, and the ease of use of the Unified Office service. Unified Office manages both the hardware and software aspects of Bay Microsystems' communications network, taking ownership of that, and provides a high quality, highly reliable managed service. Bay Microsystems is now able to easily and seamlessly add overseas VARs into their company's communications network.

"We have experienced significant productivity benefits from Unified Office. For example, with their simple extension dialing features, I can add anyone on my team instantly from my smartphone or tablet by voice or video and perform a demonstration of our product capabilities on the fly," Carr added. "Features like this assist our sales and marketing teams to grow our business. Additionally, we were able to redeploy key employees who spent a large part of their time managing our previous communications system and are now freed up to perform core software development work for us. There are many vendors in the marketplace today that claim to have these capabilities. Our experience is that nobody comes close to what Unified Office offers."

Unified Office provides unlimited capacity for Bay Microsystems to easily scale as their company grows. Unified Office provides business continuity to Bay Microsystems so that if either of their facilities goes down the load can be dynamically or manually switched to other sites for continuous business operations.

Unified Office's High Quality Routing Protocol (HQRPTM) transmission network provides superior VoIP services to Bay Microsystems without the need for dedicated T1 or PRI access lines. The Unified Office solution has virtually unlimited scale. Unified Office's cloud is "elastic" and is engineered to scale as needed to meet the demands of the largest companies and it continues to scale dynamically and adapt as Bay Microsystems continues to grow.