

## CommQuotes Helps BlueCrest Save \$130,000 Annually With Best-Fit Contact Center & Mobility Solutions

BlueCrest Now Has Fully Integrated,  
All Microsoft Teams-Based Voice  
Solution & Contact Center



**“CommQuotes has been great to work with. They’re always focused, highly available, and willing to jump in and assist us with whatever we need.”**

- George King,

Head of IT Infrastructure and Digital Workplace, BlueCrest

# The Challenge



BlueCrest, a company that provides comprehensive data-through-delivery technology solutions in the postal and parcel industry and eCommerce, had several needs related to their telecom and IT infrastructure.

1. BlueCrest was looking for a contact center platform that could integrate seamlessly with Microsoft Teams.
2. The company needed more features and functionality than its independent call center solution could offer.
3. BlueCrest also needed to reduce costs on cellular devices.
4. The company was looking to upgrade internet circuits in several of its U.S. offices.
5. BlueCrest was also faced with a significant early termination fee on an existing contract that needed to be canceled.



# The Action



**“By understanding our goals and where we’re at, CommQuotes always cuts through our issues to find the right solutions.”**

- George King

CommQuotes introduced BlueCrest to a fully-integrated contact center solution that allowed the company to migrate to a Teams-based voice solution.



In addition to vetting providers and recommending solutions, CommQuotes negotiated for more favorable terms and the best possible price.



To help BlueCrest reduce costs, CommQuotes recommended a provider to optimize the company’s mobile device management.



CommQuotes also stepped in to negotiate BlueCrest out of a contractual agreement, eliminating penalty fees.



“CommQuotes has access to suppliers and solutions we wouldn’t have known about otherwise. That’s the first value they bring to the table – **a broad portfolio of solutions that can address our various gaps.**”

- George King

# The Results



BlueCrest will save **\$70,000/year** with the contact center solution for which CommQuotes helped execute a contract.



The company went from a **\$32,000 penalty fee to \$0**, thanks to CommQuotes' expert negotiations.



By switching to managed services for mobile devices, BlueCrest will save an additional **\$50,000/year**.

