

## CASE STUDY

# BPO American

*BPO American answers the call for a highly secure, easy to deploy Windows experience with Windows 365 Cloud PCs*

### ■ The Client

BPO American specializes in providing outsourced contact center services, primarily operating with remote workers. They handle sensitive data, including healthcare and financial information, requiring strict security protocols.

### ■ Challenge

BPO American faced the complex challenge of balancing the flexibility required for remote work with stringent data security needs. Their diverse workforce, spread across the United States, managed sensitive customer information, necessitating a robust, secure IT infrastructure.

The existing system was inadequate for rapid scaling and efficient agent onboarding, posing risks in data security, management complexity, and operational efficiency. There was a pressing need for an innovative solution that could streamline their IT processes, enhance security measures, and support the dynamic nature of their remote workforce without compromising on the quality of customer interactions.

### ■ Solution

IMS Solutions Group, in collaboration with ScanSource, guided BPO American in transitioning to Windows 365 and Microsoft 365 Business Premium.

1

This move established a secure Cloud PC environment, streamlined IT management, and significantly upgraded security features.

2

It included rapid user setup capabilities, simplified management via Microsoft Intune, and enhanced security protocols using Azure Active Directory and Microsoft Defender for Endpoint.

## Results

Adopting Windows 365 Cloud PCs revolutionized BPO American's business model. It enhanced security, streamlined agent onboarding, and improved operational efficiency, positioning the company for scalable growth and market competitiveness.

By integrating Windows 365 Cloud PCs, BPO American not only modernized their IT infrastructure but also fortified their commitment to providing secure, efficient, and reliable customer service using advanced technology solutions.



Shifting agent onboarding from a full day to under an hour



Agents restricted from copying, pasting, or taking screenshots, ensuring data protection



Simplified remote management and easier access to training



Predictable pricing and adjustable resources to meet demand



*"We can assure customers that our security is where it needs to be, which allows us to bring on new customers that we might not have been able to win over without Windows 365."*

- Ken Wills, President of BPO American