

Ovnicom Scaled to 4,000 Extensions with the Bicom Platform

UCaaS / MSP / ISP / CCaaS

Panama & Central America

Premium Partner

4,000 Extensions

ABOUT OVNICOM

Founded in 2002 in Panama, Ovnicom is a Managed Service Provider and Internet Service Provider delivering telecom solutions across Central America. Since partnering with Bicom Systems in 2006, Ovnicom has expanded from a traditional telecom provider into a full-service communications partner — spanning unified communications, contact center solutions, internet, UADs, and cybersecurity.

By aligning its offering with real customer needs and leveraging the Bicom Platform, Ovnicom has scaled to nearly 4,000 extensions across two multi-tenant solutions, supporting some of the region's most recognized brands.

The Roadblocks - And How We Removed Them

<p>CHALLENGE</p> <p>Fragmented Call Center and Business Communications</p> <p>Businesses were forced to operate separate systems for call center operations and business telephony, increasing cost, complexity, and operational inefficiency.</p>	<p>SOLUTION</p> <p>PBXware Multi-Tenant with Integrated Contact Center</p> <p>A unified platform combining call center capabilities and business extensions within a single instance, allowing both agent-based and standard users to operate seamlessly together.</p>	<p>RESULT</p> <p>Unified Operations at Scale</p> <p>Supports nearly 100 business extensions per license alongside over 200 agents and supervisors within the same environment. Clients such as Papa John's across multiple countries rely on this unified system for daily operations.</p>
<p>CHALLENGE</p> <p>No Visibility Into Customer-Agent Interactions</p> <p>Clients lacked access to performance data, making it difficult to improve workflows, coach agents, or detect issues such as inefficiencies or abuse.</p>	<p>SOLUTION</p> <p>PBXware Contact Center Analytics & Reporting</p> <p>Delivered full visibility into key operational metrics, including SLA compliance, waiting times, agent performance, quality assurance, and staffing forecasts based on real call data.</p>	<p>RESULT</p> <p>Data-Driven Client Operations</p> <p>Enabled its clients to move from reactive operations to data-driven decision-making. This positioned them as one of the early providers of analytics-driven contact center solutions in the region.</p>
<p>CHALLENGE</p> <p>CRM Integration Across Diverse Client Environments</p> <p>Clients operated across multiple CRM systems and required seamless integration between communication workflows and business data.</p>	<p>SOLUTION</p> <p>Bicom Platform CRM Integrations</p> <p>Seamless integration with platforms such as Salesforce, Zoho, and Ovnicom's proprietary CRM, fully aligned with the Contact Center solution and built for continuous monitoring and management.</p>	<p>RESULT</p> <p>Full-Service Client Delivery</p> <p>Evolved into a complete service provider. A key example includes a roadside assistance company with over 100 branches, receiving telecom, internet, cybersecurity, and contact center services through a single partner.</p>
<p>CHALLENGE</p> <p>Scaling Reliably Over Two Decades</p> <p>Sustained growth required a platform capable of delivering long-term stability, security, and operational reliability across thousands of users.</p>	<p>SOLUTION</p> <p>Bicom Hosted Infrastructure</p> <p>A stable and secure foundation aligned with Ovnicom's long-term strategy, supporting both business communication and contact center operations at scale.</p>	<p>RESULT</p> <p>20 Years of Liability-Free Operations</p> <p>Maintained a liability-free operation for two decades while scaling to 4,000 extensions. This reliability has been fundamental in building long-term customer trust and retention.</p>

"The Bicom platform works so well and it has helped us build loyalty with our clients."

Pedro Cordovez, President and Co-founder, Ovnicom

4,000
Extensions managed across two multi-tenant solutions

20
Years of liability-free operations

100+
Branches served for a single roadside assistance client

4
Countries across Central America

Ready to build your own recurring revenue engine? Partner with Bicom Systems and scale with a proven UCaaS model.

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