

Situation:

In 2008, a company providing food, facilities management and uniforms to Fortune 500 companies, world champion sports teams, state-of-the-art healthcare providers, the world's leading educational institutions, iconic destinations and cultural attractions, and numerous municipalities in 19 countries was looking for a communications provider offering continuous, responsive support.

Solution:

Understanding that while support was critical to the client, technology and services also needed to be top-notch, BullsEye created a program to address both needs. The program includes:

- Provide POTS service and support to 350 locations across the country
- Establish dedicated account team available 24/7 for any questions or requests
- Consolidate the company's billing

“For this client, technology is important, but they also really value support and responsiveness. By providing better and faster service than other providers, we've been able to sustain a successful partnership with this client for more than a decade.”

– PAUL BOCKSTANZ
ACCOUNT MANAGER III,
BULLSEYE TELECOM

Result:

A long-time, satisfied BullsEye client, the company has increased its volume with the provider, adding VoIP and broadband circuits to the mix. This is due to BullsEye's support and responsiveness to client needs and expectations.

- ✓ Managed services at 510 locations
- ✓ Migrated 2,200 POTS lines
- ✓ Added 159 VoIP lines
- ✓ Added 294 broadband circuits
- ✓ Streamlined payment process by consolidating multiple invoices to one monthly invoice
- ✓ Provided the convenience of single-source, responsive client service