

Situation:

In 2013, the world's largest publicly traded property and casualty insurance company wanted to eliminate multiple monthly bills and secure a dedicated service team with its communications providers. Working with an agent familiar with Bullseye and its capabilities, the company signed on as a voice and data client.

Solution:

Understanding the client's frustrations, Bullseye created a program that delivered the technology and customer service desired in their communications partner. The program includes:

- Migrate 406 POTS lines
- Consolidate the company's billing
- Implement consistent equipment, reporting, and costs across 154 locations

“This company has a variety of communications needs and they wanted a partner who understood and worked to meet those needs. After working with them for several years, we earned their trust and now provide the technology solutions that what they need them to do.”

– PAUL BOCKSTANZ
ACCOUNT MANAGER III,
BULLSEYE TELECOM

Result:

Satisfied with Bullseye's deliverables, the client has increased its volume and products with Bullseye throughout the years, including upgrades. This gives the client the technology needed at various individual locations and the dedicated service team they were lacking with their previous supplier.

- ✓ Increased locations with Bullseye services to 221
- ✓ Added VoIP and WiFi services to nearly 50 locations
- ✓ Provided upgraded equipment
- ✓ Increased Bullseye-managed POTS lines to 579
- ✓ Provided product packages scaled to individual location needs
- ✓ Streamlined payment process by consolidating multiple invoices to one monthly invoice
- ✓ Provided the convenience of single-source, responsive client service
- ✓ Established a long-term partnership that has evolved as the client's communications needs changed