

# Senior Living Facilities



**Brad Burdette**

Director of IT, BCI

“The exceptional level of professionalism, service and responsiveness from both the Tech team and Account Management at BullsEye really made this project a success. Our focus is on delivering service excellence to our clients and BullsEye mirrored that dedication with their flawless installation and support.”



## SITUATION

Two existing senior centers averaging around 200+ residents in each were previously installed with unsatisfactory internet & phone services. When a third facility was constructed, the property developers wanted a new option for service. The client didn't know what they were going to need, so they solicited the opportunity via Intelisys to Busker Communications (BCI), a full-service integrator supporting telephony, network, security, surveillance, and audio/visual solutions. BCI then engaged BullsEye.

## SOLUTION

BullsEye delivered 67 net new VoIP lines on site with equipment that was already pre-configured and ready to go on Day 1. Installing a combination of hosted PBX and integrated voice lines, the project was flawlessly executed in 24 hours followed by a professional and synchronous “Day 1 Support”, post install.

## TECHNOLOGY INTEGRATION

BCI's project management and solution knowledge provided for a most productive and expedient implementation. By working closely with the client to expertly build the project scope, BCI oversaw the entire implementation - including the provisioning of Day-2 on-site support.

## CLIENT'S EXPERIENCE

- “Zero-touch” installation
- Professional “White Glove” service with cost effective install
- Minimal disruption & downtime

After the initial project's success, the client enlisted BCI & BullsEye to convert the first two senior centers' communications over to VoIP as well, while also adding additional services for a 4th new construction. All told, BullsEye efficiently installed over 650 VoIP lines for the centers in less than 4 weeks and look towards an additional building expansion opportunity in the future.