

HVAC & Refrigeration Distributor



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“By meeting their initial needs, we not only satisfied the client in terms of technology, billing and client services, but earned their trust to oversee the implementation of new services and solutions, with some being from other providers. That tells us we are doing our jobs.”



SITUATION

One of the largest distributors of refrigeration, air conditioning and heating parts and equipment in North America was looking to consolidate services and reduce costs, so they tapped BullsEye for their communications expertise and client service.

SOLUTION

Understanding the initial desire for consolidation and reduced costs, BullsEye developed a program to address these needs. The program included:

- Migrate POTS lines to VoIP
- Audit solutions and technologies across the company's numerous sites to identify and consolidate current inventory
- Implement consistent equipment, reporting and billing costs across 209 locations
- Consolidate the company's multiplicitous billing into one invoice

RESULTS

Satisfied with their BullsEye experience and seeing the value in upgrading their technology and services, the company enlisted BullsEye to migrate all of their POTS lines to VoIP. This was a combination of lines already managed by BullsEye as well as those managed by other companies. This upgrade in services resulted in lower and more predictable costs for the client.

- Converted 1,050 POTS lines to VoIP
- Planned conversion of remaining 436 POTS lines to VoIP
- Delivered 2 broadband circuits
- Streamlined bill paying process by consolidating to one monthly invoice
- Provided convenience of a single-source, responsive client service
- Developed a long-term partnership plan to manage the ongoing transition to new services & solutions