

# Facility Management Services



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“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.”



## SITUATION

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

## SOLUTION

Understanding that while exceptional support was a priority to the client, technology and services also needed to be top-notch. BullsEye created a program that addressed both needs, including:

- 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 into one invoice

## RESULTS

A long-time, satisfied BullsEye client, the company has increased its volume with the provider, adding VoIP and broadband circuits to the mix. As the client is extremely happy with BullsEye's support and responsiveness to their ongoing needs and expectations, they have the confidence to continue adding additional services.

- 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