

Situation:

In 2018, one of the largest producers, distributors and marketers of premium quality, branded food products for the U.S. retail market was looking to consolidate communications vendors, prices and billing while increasing the level of customer service they received from their communications partner. Impressed by BullsEye's value proposition and offerings, the company selected BullsEye as their communications provider.

Solution:

Recognizing the company's dissatisfaction with previous providers, BullsEye created a program that was robust in terms of technology and client service resources. The program includes:

- Migrate POTS lines from previous vendor to BullsEye solutions
- Provide dedicated account team available 24/7 for any questions or requests
- Consolidate communications vendors and invoicing to improve processes and business efficiency

“For this client, the communications services are important, but the real value comes from the dedicated account team that is there for them 24/7. We understand their needs and ensure we are always available to address them.”

– MAUREEN HOELTZEL
ACCOUNT MANAGER III,
BULLSEYE TELECOM

Result:

BullsEye has provided the client with communications services that are fully supported at all levels. This has resulted in the client increasing their business in terms of quantity and services/products.

- ✓ Migrated 390 POTS lines
- ✓ Provided 10 broadband circuits
- ✓ Consolidated the number of monthly invoices paid to one, delivering a more streamlined payment process and higher accuracy
- ✓ Provided convenience of single-source, responsive, personal client service