

Situation:

A national management group that owns and operates retail outlets under various brand names was working with a large multinational telecommunications company, which was not delivering the level of customer service required plus that provider was charging a premium price.

Solution:

Beginning in 2015, BullsEye partnered with the client to transition the company from POTS to VoIP and internet services. Today, BullsEye is leveraging its expertise in multi-location communications solutions to continue to upgrade their communications network, including:

- Weekly communications meetings to manage transition activities
- Managing migration to VoIP (9 locations) services
- Monitoring factors including internet speeds to determine strategies and timing for VoIP migration
- Implementing internet across the company's sites
- Working collaboratively to troubleshoot and quickly address any technical issues
- Implementing appropriate security across all communications solutions

“Our number one priority was to reduce our telecommunication costs. Working with BullsEye, we have achieved this goal. Also, through improved customer service, we have enhanced our system reliability and mitigated many of the technical issues that would negatively impact our business.”

– FACILITIES MANAGER

Result:

Over the course of the partnership BullsEye has helped the client transition to more advanced and effective communications solutions while decreasing overall costs and streamlining processes.

- ✓ Achieved desired cost savings
- ✓ Improved reliability of communications system
- ✓ Increase team communication to better manage expectations and address issues before they arise
- ✓ Developed a long-term partnership to manage transition to new services and solutions
- ✓ Upgraded solution from tradition phone service (POTS) to VoIP