

# Financial Institution



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“Every company is looking to cut costs, so when a better offer comes along, many immediately make the switch. The fact that this client valued our team and service enough to initiate discussions about meeting a competitive offer is a testament to BullsEye and the relationship we have with them.”



## SITUATION

One of the largest independent banks concentrated in U.S./Greater China markets has its headquarters in Southern California and has more than 130 locations worldwide. With so many US and Global locations, including California, Georgia, Massachusetts, Nevada, New York, Texas, Washington, Hong Kong, Shanghai, Shantou and Shenzhen, they were looking to consolidate communications providers and have a more streamlined customer service experience.

## SOLUTION

BullsEye developed a program that not only managed the company’s POTS lines at a cost savings, but also included a dedicated, easy-to-reach support team. The program included:

- Migrate 540 POTS lines
- Establish a dedicated account team with direct, immediate access
- Consolidate the company’s extensive billing into one invoice
- Provide a flat rate to decrease monthly costs

## RESULTS

Happy with BullsEye’s deliverables and a solid, trusting relationship with the account team, the client approached BullsEye with a request to meet pricing offered by a competitor. BullsEye was able to provide them with a reduced flat rate, prompting the client to renew its contract.

- Monthly cost savings of approximately \$10,000
- Streamlined payment process by consolidating multiple invoices to one monthly invoice
- Provided convenience of single-source, responsive client service