

Non-Profit Healthcare Services



Justin Johnson
Account Manager
BullsEye

“This is an example of a true partnership with not only BullsEye and the client, but other entities involved in their communications activities. This shows the amount of trust and comfort they have with us, and it allows everyone to work more efficiently since there are no ‘middlemen’ involved.”



SITUATION

One of the nation’s oldest and largest nonprofit community blood service providers, with nearly 1,000 hospitals and health care partners across 40 states, was tired of managing multiple carriers, rates and invoices, and were looking to consolidate their POTS service to a single, responsive, full-service provider.

SOLUTION

Understanding the company’s expectations, BullsEye used its expertise in providing and managing communications services across multiple locations to create a program that met the company’s technology and customer service needs. The program included:

- Migrate 414 POTS lines
- Establish dedicated account team with direct, immediate access
- Consolidate the company’s billing into one invoice

RESULTS

Since finding a service provider that meets all its needs in terms of costs, single-source customer service and consolidation in BullsEye, the client has increased the level of its business – approximately 12 lines are migrated to BullsEye each week.

- Increased the number of migrated POTS lines to 646
- Expanded service to 161 broadband circuits
- Provided complete management of communications services
- Streamlined payment process by consolidating multiple invoices to one monthly invoice
- Supplied convenience of single-source, direct, responsive client service
- Created valued partnership based on trust and comfort