

Real Estate Investment Trust Company



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“As with many clients, our dedicated account team is extremely valuable to taking care of this company. Because of their unique solution, another key differentiator is our inside wiring group that manages all of their local services and repairs. They simply call BullsEye and we take care of the rest.”



SITUATION

A leading real estate investment trust company with a diverse portfolio of approximately 1,200 assets in the United States, Canada and the United Kingdom (including: senior housing communities, medical office buildings, university-based research and innovation centers, inpatient rehabilitation and long-term acute care facilities, and health systems) was looking to consolidate lines, reduce costs and incorporate a VoIP solution at selected locations.

SOLUTION

BullsEye developed a program that addressed the company's needs for POTS, VoIP and consolidation of lines and vendors. The initial project included:

- Migrate 48 POTS lines
- Install 186 VoIP lines at 29 locations
- Coordinate resources for locally managed technology and repairs at facilities
- Establish dedicated account team with direct, immediate access
- Consolidate the company's billing into one invoice

RESULTS

Happy with BullsEye's deliverables and the trusted, reliable account team, the client increased its use of BullsEye's services to include broadband circuits, PRI - both of which were previously managed by other companies. Most recently, the company has added managed WiFi at two of its locations with plans to add more in the future.

- Increased number of migrated POTS lines to 240
- Established 66 broadband circuits
- Delivered 2 PRIs (primary rate interface) Provided managed WiFi at 2 locations
- Managed local vendors for services, repairs, etc.
- Streamlined payment process by consolidating multiple invoices to one monthly invoice
- Provided convenience of single-source, responsive client service