

Quick-Serve Italian Restaurant Chain



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“For this client, finding providers for some of their restaurant locations has been a challenge, but one BullsEye is able to address.

In addition, they are interested in new technology that provides an overall cost savings, so we are always on the lookout for solutions that will positively impact their bottom line.”



SITUATION

A company with approximately 217 Italian fast-food restaurants in 26 states was looking for a communications partner to manage its broadband and upgrade the company's voice services. One very important requirement was for the communications partner to guarantee the ability to secure providers for some of its more rural restaurant locations.

SOLUTION

BullsEye created a program that addressed the needs of corporate as well as those of the individual franchise locations. Special attention was given to some of the unique challenges that more rural locations presented. The program includes:

- Migrate traditional voice and convert to VoIP
- Provide VoIP, broadband and POTS as needed to 116 corporate and 26 franchise locations
- Establish a dedicated account team available 24/7 for any questions or requests
- Consolidate communications vendors and invoicing to improve processes and business efficiency

RESULTS

BullsEye established itself as a reliable, go-to resource for the client's communications needs. We were able to provide the much needed solutions to update the technology and services in their rural area locations.

- Delivered 272 VoIP seats, 127 broadband circuits and 4 POTS lines
- Decreased monthly costs while upgrading technology
- Consolidated the number of monthly invoices paid to one, delivering a more streamlined payment process and higher accuracy
- Provided the convenience of single-source, responsive, personal client service