

Discount Retailer Chain



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“When a client needs help with something, we are there. It may mean more work on our end, but the client and their needs always come first. We do what it takes to get the job done.”



SITUATION

The parent company of the largest discount retailer of apparel and home goods in the U.S. was looking to consolidate its POTS service and reduce overall communications costs across all its locations. After reviewing BullsEye's extensive capabilities and offering of cost savings, the company selected BullsEye to manage its POTS services.

SOLUTION

Understanding that cost saving was the primary objective for the client, BullsEye developed a program with activities designed to keep prices low while providing a high level of customer service. Deliverables included:

- Migrate 7,800 POTS lines
- Implement consistent equipment and reporting
- Deliver consolidated billing
- Provide a dedicated team with client knowledge to address needs and requests

RESULTS

After successfully fulfilling the scope of its initial project, the client renewed their contract, making BullsEye their preferred POTS provider and adding additional services and products. Today, the company continues to work with their dedicated BullsEye account team as a trusted partner in providing the communications services to their new locations as they are opened.

- Continued migration of POTS lines with more than 8,600 POTS lines in service
- Flawlessly migrated 8,000 long-distance lines with no impact to stores
- Managed logistics for copper to fiber migration by individual service providers, relieving client from the managing & coordinating the process
- Provided cost savings of 11% (more than \$1 million)
- Consolidated monthly invoice for all services and locations in one bill resulting in efficiency and process improvements
- Provided convenience of a single point of contact for responsive client service