

Retail Facilities Management Group



Facilities Manager Retail Management Group

“Our number one priority was to reduce our telecommunication costs. Working with BullsEye, we have achieved this goal. Also, through improved customer service, we have enhanced our system reliability and mitigated many of the technical issues that would negatively impact our business.”



SITUATION

A national facilities management group that owns and operates multiple retail outlets worked with a large multinational telecommunications company, which was not delivering the level of customer service required. Additionally, they were also being charged a premium price, so when they were ready to migrate to VoIP, the company decided they wanted a change in provider.

SOLUTION

BullsEye partnered with the client to transition the company from POTS to VoIP as well as delivering internet services, and continued upgrades to their communications network, including:

- Weekly communications meetings to manage transition activities
- Managing migration to VoIP services (9 locations)
- Monitoring factors including internet speeds to determine strategies and timing for VoIP migration
- Implementing internet across the company's sites
- Working collaboratively to troubleshoot and quickly address any technical issues
- Implementing appropriate security across all communications solutions

RESULTS

Over the course of the partnership, BullsEye has helped the client transition to a more advanced and effective communications solutions while decreasing overall costs and streamlining processes.

- Achieved desired cost savings
- Improved reliability of communications system
- Elevated team communication to better manage expectations and address issues before they arise
- Developed a long-term partnership to manage transition to new services and solutions
- Upgraded solution from traditional phone service (POTS) to VoIP