

Multi-Concept Restaurant Company



Situation:

A California-based Multi-Concept restaurant company that manages more than 30 restaurants from southern California to northern Oregon. Its restaurant concepts include Burger King, Marie Callendar's, Applebee's, Logan's Roadhouse, View 202, and Premiere Catering. The company was looking to modernize its communication system, streamline the inefficiencies and inaccuracy of multiple invoices, and improve technical support at its locations.

Solution:

Bullseye Telecom worked collaboratively with this client to help update and improve its communication services by:

- Managing migration from POTS to VoIP across all locations.
- Consolidating communication vendors and invoicing to improve processes and business efficiency.
- Implementing Broadband solutions.
- Providing single-source customer service that delivers comprehensive and responsive technical support.

Working with BullsEye has been an incredibly positive experience. They have helped us fix existing issues, implement new technology, and streamline our technical support activities. In the end, BullsEye has assisted us to improve our customer service and business efficiency while decreasing our restaurants' downtime.

– IT DIRECTOR

Result:

By providing full-service telecommunications solutions, BullsEye was able to deliver advanced communications technology and improved telecom management.

- ✓ Significantly reducing restaurant downtime due to service issues.
- ✓ Increased communication capabilities within each restaurant (guest wireless, etc.).
- ✓ Reducing the number of invoices paid monthly to a single invoice.
- ✓ Streamlining the bill paying process, resulting in significant time savings.
- ✓ Developed a long-term partnership to manage telecommunications transition.