

Situation:

A property management company, providing services to nearly 30,000 residential apartment homes in communities across 21 states, was looking to streamline billing, cut costs and create a consistent positive resident experience regardless of what community someone contacted.

Solution:

BullsEye, and its partner Vimenture, conducted a comprehensive analysis utilizing their communications services expertise, developed and launched a robust program to upgrade technology, streamline services and lines, and helped create a better customer experience. Highlights of the program include:

- Transition from POTS to VoIP and broadband depending on each property's specific needs
- Expedited transition from POTS to VoIP – six-month conversion timeline
- 113 locations using broadband; 91 with VoIP
- Clear understanding of inventory to dispose of unused/unnecessary lines they weren't aware of prior to site survey
- Consistent, company-wide auto attendant

Sometimes you can't do it all by yourself. That's why we have valued partners like Vimenture to help us provide the absolute best solution for a client. As the company grows and their needs change, we continue to work with them to optimize their services with BullsEye. It's a great feeling knowing that we have a wonderful partnership and that they are happy with us!

– MARILYN ALBERS
CLIENT RELATIONSHIP MANAGER,
BULLSEYE TELECOM

Result:

With extensive experience in developing solutions for multi-location companies, BullsEye and Vimenture have provided the client with a cost effective, upgraded and streamlined communications system that provides a consistent experience for their customers.

- ✓ Upgraded services from POTS lines to VoIP and broadband
- ✓ Consolidated monthly invoice showing all services and locations in one bill
- ✓ Implemented process to quickly identify, address and fix issues at all locations
- ✓ Identified accurate account of communications inventory across locations
- ✓ Achieved overall efficiency improvements and 20%+ cost savings
- ✓ Provided convenience of single-source, responsive client service (account and technical)
- ✓ Established a collaborative, proactive partnership for delivering communications solutions