

## Situation:

The largest independent distributor of plastics in North America experienced significant growth and acquired new locations across the country, each with different communication configurations that resulted in inefficiencies in the network, hundreds of invoices and inconsistencies in services and quality. They had a goal of reducing the number of vendors they interacted with, increasing bandwidth a minimum of 10x and shrinking their cost structure by 50% all while improving communication across the organization. The company has over 40 locations and approximately 550 employees.

## Solution:

BullsEye Telecom leveraged its expertise in multi-location telecommunications solutions to partner with the client to achieve its goals across their U.S. facilities, including:

- Providing broadband (32 lines) and IP-PRI (36) with 195 call paths.
- Consolidating communication vendors and invoicing to improve processes and business efficiency.
- Implementing an enterprise-wide infrastructure to manage all company locations.
- Delivering exceptional customer service and a dedicated team that quickly addresses issues.

*“As a company, we had established a set of communications goals that included streamlining our network, reducing the cost structure and increasing bandwidth across our U.S. locations. Working together with BullsEye Telecom, we have been able to achieve these goals as well as benefit in a number of other ways to improve our overall business.”*

– CHIEF INFORMATION OFFICER

## Result:

BullsEye provided the client with high quality hardware and software as well as improved telecom management by consolidating invoices and points of contact, containing costs, optimizing performance and streamlining processes.

- ✓ Increased bandwidth a minimum of 10x.
- ✓ Achieved cost savings of approximately 50% across the company.
- ✓ Consolidated monthly invoices for most of Piedmont locations from many to one.
- ✓ Streamlined bill paying process reducing the time spent by more than 80%.
- ✓ Centralized management of voice and data communications.
- ✓ Improved reliability and service to all company locations enabling a better experience for Piedmont's employees and customers.
- ✓ Established a true partnership for delivering communication solutions.