



Complex Technology Solutions, Customized Billing, and E-Rate Experience Check Out for a Regional Public Library System

WE ARE BCN

A single source provider helping business clients find simplicity in complex multi-location, multi-network telecom deployments based on the portfolios of 75+ wholesale network partners.



SINGLE PROVIDER

A single-source for custom-configured solutions.



UNIFIED BILLING

All services at all locations on one monthly invoice.



CUSTOMER CARE

Single point of contact for 24/7/365 U.S.-based support.



OUR LEGACY

25 years of experience and 1000's of business clients.

THE SIGNS OF COMPLEXITY

- Multiple Locations
- Complex Technology Needs
- E-Rate / USAC Requirements

THE CHALLENGES OF COMPLEXITY

A Georgia-based regional library system, with multiple public libraries was seeking a solution to a complex technology infrastructure. They turned to a trusted partner experienced with customers who participate in the E-Rate program. That partner sought the support of BCN, an approved E-Rate vendor, with not only the right technical solution, but with a team they knew would provide the support so critical to the customer. With over 35% of the population within the library system's reach relying on the services they provide, finding the right technology partner was a critical decision.

BCN FINDS SIMPLICITY IN COMPLEXITY

- Collaboration between BCN, the Partner and the Customer's IT team facilitated the design of a solution that met all of their complex technical requirements.
- Customer required a unique billing format that other carriers could not deliver. BCN created and delivered a customized bill that integrates with their internal systems and allows them to receive the maximum available E-Rate funding.
- BCN included the re-bill of Rural ILEC services so the customer could have a single point of contact for all services and could view and manage all through the BCN Customer Portal.
- USAC Funded 90% of the customer's spend.
- BCN worked with USAC and the customer to allocate and fund the E-Rate re-imbursements exactly to the customer's specifications.
- BCN supported our partner at the highest level who specializes in Government Deals where customers participate in the E-Rate program.

SERVICES INCLUDED IN THIS BCN SINGLE SOURCE SOLUTION

An advanced Wide Area Network deployment connecting the libraries within the system. The solution includes MPLS, Cloud Based Firewall, Internet Uplink.

WITH BCN COMPLEX NEVER MEANS COMPLICATED

BCN is a privately held, debt free and management owned non-facilities based CLEC providing voice, data, cloud and wireless services to over 25,000 business clients. We are the single-source provider for custom-configured, flawlessly provisioned and meticulously maintained telecommunications solutions. Our tenured and expert team delivers solutions crafted from the best-in-class portfolios of more than 75 unique wholesale network partners. Thousands of channel sales partners nationwide work hand-in-hand with BCN as trusted advisors to current and prospective clients.