



# 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 thousands of business customers.

## 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 business customers. 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.