



# A Single-source Solution and One Monthly Invoice Serves up Savings for Fourth Wall Restaurant Group

## 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

22+ years of experience and 1000's of business clients.

Fourth Wall Restaurants was founded in 2007 by acclaimed father-son restaurateurs Alan and Michael Stillman. The Group includes upscale restaurants across multiple locations in New York City and Miami Beach, including the flagship Smith & Wollensky location.

## THE SIGNS OF COMPLEXITY

- Multiple locations.
- 30+ monthly invoices.
- 15+ different telecommunication network providers.

## THE CHALLENGES OF COMPLEXITY

When BCN first became engaged with the client, they had just completed a reorganization project, having sold several locations. What was left could be described as a grandmother's blanket of infrastructure. BCN completed a full audit of services, invoice review, and site surveys with on-site smart hands dispatchers. It was uncovered that the client was receiving over 30 invoices, from 15 different carriers, across multiple service locations.

## BCN FINDS SIMPLICITY IN COMPLEXITY

BCN developed a comprehensive project plan and managed the full scope of work to deploy a new MPLS network, assume the existing POTS lines, replace the client's Local PRI's and install SIP Trunks at many locations. In addition, BCN implemented a DR plan for the client by providing broadband internet and wireless backup at all sites with managed equipment for redundancy. In addition, the agent partner and client can access all their account information through the **BCN Customer Portal** to view and manage service locations, products and services, orders, tickets and more.



**With BCN as our single-source for provisioning, invoicing, reporting, and customer service we are realizing monthly hard and soft cost savings exceeding \$20,000."**

**Michael Stillman, President and Founder, Fourth Wall Restaurants**

## 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.