



# Collaboration and Customized Billing Wrap up a Solution for a U.S.-based Manufacturer of Industrial Packaging

## WE ARE BCN

A single source provider helping business customers find simplicity in complex multi-location, multi-network technology 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 U.S.-based support.



## OUR LEGACY

26 years of experience and thousands of business customers.

## THE SIGNS OF COMPLEXITY

- 45 locations.
- Multiple monthly invoices.
- Multiple telecommunication network providers.

## THE CHALLENGES OF COMPLEXITY

A worldwide manufacturer of industrial packaging was seeking to simplify a complex technology infrastructure at 45 of their locations. Their search for a single source wholesale aggregator led them to a trusted agent partner for assistance with their initial network specifications. The partner, aware of BCN's expertise in multi-location, multi-service, multi-network deployments, engaged BCN to conduct a network qualification and discovery process.

## BCN FINDS SIMPLICITY IN COMPLEXITY

Close collaboration during the process between the BCN network engineering department, the partner, and the customer's internal IT department led to the identification of many "must have" additional services. In addition to the required services, the customer placed a high value on BCN's project management and installation capabilities as well as their ability to customize their invoicing on a granular level. Also of importance to the customer is the BCN process/follow through with regard to billing reconciliation which will enable them to easily provide proof of savings to their board of directors.

Together, BCN and the agent partner won the deal by presenting a superior solution in terms of network engineering and reduction of the customer's monthly recurring charges. The customer is excited to consolidate all of their telecom services, leverage their total spend, reduce their operating costs and gain access to newer technologies and management tools.

## SERVICES INCLUDED IN THIS BCN SINGLE SOURCE SOLUTION

Cable, DSL, FiOS, 4G LTE, Managed Routers, Network Monitoring, DIA/Ethernet, PRI, POTS, SIP, Long Distance, Toll Free & Reservation-less Conference Calling.

## WITH BCN COMPLEX NEVER MEANS COMPLICATED

A single source solutions provider helping business customers find simplicity in complex multi-location, multi-service, multi-network technology deployments. Our expert teams deliver solutions crafted from the best-in-class portfolios of more than 75 unique wholesale network partners. BCN offers traditional and cloud-based voice, a variety of internet access and wireless options, SD-WAN, Managed Equipment, Network Monitoring, Security, and more. In addition, BCN provides customers with one monthly invoice for all services and a state-of-the-art portal to manage their BCN business. BCN is recognized for an overall ease of doing business, the accessibility and responsiveness of the entire team, and our superior service and support.