

Healthcare Network



Ted Frederick
Account Manager
BullsEye

“For this client, BullsEye’s dedicated client service team is a tremendous value. In the past they had so many contacts, they didn’t know who to call for anything – at BullsEye, they talk to one person who takes care of their needs.”



SITUATION

A health network with 14 hospitals, ambulatory surgery centers, imaging centers and a 490-member primary and specialty care physician network for more than 620,000 members in Michigan and Indiana was in the process of acquiring additional hospitals and needed to consolidate communications vendors and billing.

SOLUTION

With extensive experience in providing technology and communications solutions for multi-location businesses, the BullsEye team knew exactly what kind of program to develop for the health network. It included:

- Migrate 1,410 POTS lines at 371 locations
- Establish dedicated account team with direct, immediate access
- Consolidate the company’s billing into one invoice

RESULTS

Since selecting BullsEye, the client has had the convenience of dealing with one point of contact and receiving one monthly bill for all of their services and locations. This has led to discussions about moving additional services to BullsEye in the coming years.

- Migrated 1,410 POTS lines
- Provided virtual numbers and broadband circuit
- Streamlined payment process by consolidating multiple invoices to one monthly invoice
- Supplied convenience of single-source, direct, responsive client service