

National Leasing & Management Company



Mark Galfano

Client Relationship Manager
BullsEye

“Being able to come in and act as their internal IT department is a tremendous benefit for us to be proactive in addressing needs and issues. But it also benefits the client – they have a trusted, reputable partner managing their critical communications services across all locations.”



SITUATION

A national leasing and managing company with a portfolio of luxury properties (including locations across the country and regional managers responsible for their property's budgets) needed a communications solution that was two-fold: upgrade technology and equipment, and provide cost savings across the business.

SOLUTION

After evaluating the company's current system and collaborating with onsite contacts at the regional/property and corporate level for their specific needs, BullsEye developed a program to address current requirements and set the stage for future upgrades. The program included:

- Transition from POTS to VoIP for over 100 locations
- Implement upgraded equipment
- Connect with all previously used technicians
- Establish dedicated account team with direct, immediate access
- Consolidate the company's billing into one invoice

RESULTS

Recognizing the need for a trusted entity to act as an internal IT department for addressing needs and providing support, BullsEye has successfully filled that role for the client. As a result, broadband options are being investigated and BullsEye is looking into cloud computing elements and solutions at various properties.

- Upgraded services from POTS lines to VoIP
- Consolidated monthly invoice showing all services and locations in one bill
- Achieved cost savings at corporate and regional level of approximately 30%
- Provided convenience of single-source, responsive client service (account and technical)
- Established a collaborative, proactive partnership for delivering communications solutions