

Multi-Concept Restaurant Company



IT Director
Multi-Concept
Restaurant Company

"Working with BullsEye has been an incredibly positive experience. They have helped us fix existing issues, implement new technology, and streamline our technical support activities. In the end, BullsEye has assisted us to improve our customer service and business efficiency while decreasing our restaurants' downtime."



SITUATION

A California-based Multi-Concept restaurant company that manages more than 30 restaurants from southern California to northern Oregon. Its restaurant concepts include Burger King, Marie Callendar's, Applebee's, Logan's Roadhouse, View 202, and Premiere Catering. The company was looking to modernize its communication system, streamline the inefficiencies and inaccuracy of multiple invoices, and improve technical support at its locations.

SOLUTION

Working collaboratively with this client, BullsEye put together a program designed to help update and improve the company's communication services. The program included:

- Managing migration from POTS to VoIP across all locations
- Consolidating communication vendors and invoicing to improve processes and business efficiency
- Implementing Broadband solutions
- Providing single-source customer service that delivers comprehensive and responsive technical support

RESULTS

By providing full-service telecommunications solutions, BullsEye was able to deliver advanced communications technology and improved telecom management.

- Significantly reduced restaurant downtime due to service issues
- Increased communication capabilities within each restaurant
- Consolidated the company's multiple vendor bills into one invoice
- Streamlined the bill paying process, resulting in significant time savings
- Developed a long-term partnership to manage telecommunications transition