



## 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

25 years of experience and thousands of business customers.

# Collaboration and Customized Billing Fuel a Solution for Leading Gas & Convenience Retailer

## THE SIGNS OF COMPLEXITY

- 600+ locations
- Multiple monthly invoices
- Multiple telecommunication network providers

## THE CHALLENGES OF COMPLEXITY

A leading gasoline and convenience retailer undergoing tremendous growth was seeking to simplify an incredibly complex telecommunications infrastructure across more than 600 current locations. In particular they sought improvements in the areas of billing, repair and customer support for all voice services across all locations. Streamlining the installation, management and billing for these services would be critical to their plans to expand an already strong market presence. A trusted and experienced partner immediately recognized the value which could be delivered through the aggregation of these services onto a single monthly invoice with a single point of contact for both repair and customer support. In addition, the partner understood that planning for the deployment of additional technologies within the network would play a key role in future growth. The partner, aware of BCN's expertise in multi-location, multi-service, multi-carrier deployments, engaged BCN to conduct a network qualification, detailed billing audit and discovery process.

## BCN FINDS SIMPLICITY IN COMPLEXITY

Close collaboration between the BCN auditing team, the partner, and the customer's internal team led to the identification of multiple areas for potential cost savings. In addition, the customer placed a high value on BCN's project management processes and installation expertise. Perhaps most importantly, BCN's ability to customize invoicing at a granular level and the processes in place for billing reconciliation satisfied their desire to quickly and easily provide proof of savings to their executive team. During negotiations, BCN was nimble and flexible in addressing the customer's unique business needs resulting in an outcome that satisfied all parties.

Together, BCN and the agent partner succeeded by first understanding the customer's challenges and then presenting a superior solution in terms of voice network engineering and reduction of monthly recurring charges. The customer is excited to have achieved consolidation of their telecom services, the ability to leverage their entire spend, and a reduction in both hard and soft costs.

## SERVICES INCLUDED IN THIS BCN SINGLE SOURCE SOLUTION

POTS, Long Distance, Advanced Calling Features & Conference Calling

## 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 business customers. 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.