



A Single Source Solution Engineered for this Electrical Equipment Manufacturer



BCN IN MANUFACTURING

As manufacturers and customers demand more, BCN delivers the network intelligence and technology options to help you optimize the product lifecycle and speed up time to market.

BCN works closely with manufacturing companies to deploy and manage agile and adaptive communications technology solutions designed to improve processes, enhance company performance, and achieve enterprise-level digital transformation.

THE BCN SOLUTION

- SD-WAN with Advanced Security
- Cloud Voice/Hosted PBX
- SIP/PRI
- Dedicated Internet
- Broadband Internet

Expertise Decades in the Making

For over 70 years this regional Manufacturing Company has been a leader in servicing the needs of the industrial marketplace, providing electrical, mechanical, and motion control products, as well as repairing, maintenance, installation, and testing services.

When they came to BCN this customer was managing technical and billing issues with multiple telecommunication network providers and points of contact – time better spent focused on their customers and their business. Specifically, they were experiencing issues of interoperability between phone systems and their current provider solution along with below par technical assistance and customer care response times.

They wanted one technology provider with the ability to not only address their technical issues but one who could provide an enhanced level of technical support and customer care. It was also important to know that their technology provider could guide them toward emerging technologies to fuel future growth and enable their teams to continue to deliver the experience their customers depend on.

Their search led them to a trusted agent partner for assistance who knew BCN was the answer based on our ability to combine traditional and emerging technology services into a single source solution, the benefits of a BCN consolidated monthly billing platform, and our company-wide focus on the customer experience.

BCN created a customized technology solution that began with an in-depth qualification and discovery process, the results of which uncovered services they were paying for but no longer needed, and indicated overall potential savings of \$65,000 over three years.

Our expertise in crafting solutions that include traditional and advanced technologies meant BCN could address all of their needs and provide redundancy for both voice and data services.

Plus, the operational efficiencies of working with just one provider, with one point of contact for service and support, and one customized monthly invoice means more time spent focused on their customers and not their technology infrastructure.

Perhaps most importantly, when they call we answer.

WE ARE BCN

A communication technology solutions provider with the flexibility and experience to address every need uniquely. Creating tailored solutions based on the portfolios of 75+ wholesale network & technology 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
Decades of experience and thousands of business customers.