



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



BCN IN RETAIL

Customer loyalty is built on positive buying experiences. So when a network fails, it can mean lost orders, inventory problems, and missed opportunities.

BCN's experience in the retail industry spans over two decades. Our network technology solutions enable multi-location retailers to create seamless in-store and digital experiences, connecting the entire retail infrastructure from point of sale to the warehouse and from store locations to company HQ.

THE BCN SOLUTION

- POTS
- Long Distance
- Advanced Calling Features & Conference Calling

Partnering for Growth

This leading gasoline and convenience retailer is one of the fastest growing in the United States with more than 3,000 locations.

When they initially came to BCN they were seeking to simplify an incredibly complex technology infrastructure spanning all locations.

In particular they sought across the board improvements in billing, repair and customer support for all voice services across all locations. Streamlining the installation, management and billing for these services was critical as they continued 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.

Close collaboration between the BCN auditing team, the partner, and the customer 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.

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 technology services, and a reduction in both hard and soft costs.

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.