



# The Right Technology Solution Enhances the Experience for Higher Education's Largest Campus 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.*

## BCN SUCCESSFULLY DELIVERED:

- Increased bandwidth and cost savings
- High-touch support through dedicated BCN Project Management and Major Account teams
- Experience in managing large, complex infrastructure rollouts requiring significant construction
- A future-proofed network ready for technology upgrades

## THIS BCN TECHNOLOGY SOLUTIONS INCLUDES:

- Broadband Internet
- Dedicated Internet

**With 1200 campus stores, this provider of education products and services was focused on improving their customer's experience through a technology upgrade.**

When they came to BCN this customer's technology infrastructure was based on outdated services, causing experience-impacting bandwidth issues, and limiting the adoption of new technologies. In addition, they found themselves with multiple, ongoing trouble ticketing issues and a long mean time to repair (MTTR). Coupled with unsatisfactory communication from their current provider and poor performance of services installed, the customer turned to a trusted technology adviser for guidance.

The technology adviser engaged BCN based on their proven ability to deliver customized solutions for large, multi-location businesses. Working closely with the customer and the technology adviser, BCN delivered a solution for 800+ of the 1200 campus locations that would act as the backbone for future technology solution rollouts. Moreover, the BCN solution allowed the customer to keep total network costs very close to even for a much higher bandwidth solution and a better overall experience.

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 business and less on their technology infrastructure. on 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.