CASE STUDY ▪ E-RATE

Complex Technology Solutions, Customized Billing, and E-Rate Experience Check Out for a Regional Public Library System

WE ARE BCN

A single source provider helping business customers find simplicity in complex multi-location, multi-network technology 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 U.S.-based support.

OUR LEGACY

26 years of experience and thousands of business customers.

THE SIGNS OF COMPLEXITY

- Multiple Locations
- Complex Technology Needs
- E-Rate / USAC Requirements

THE CHALLENGES OF COMPLEXITY

A Georgia-based regional library system, with multiple public libraries was seeking a solution to a complex technology infrastructure. They turned to a trusted partner experienced with customers who participate in the E-Rate program. That partner sought the support of BCN, an approved E-Rate vendor, with not only the right technical solution, but with a team they knew would provide the support so critical to the customer. With over 35% of the population within the library system's reach relying on the services they provide, finding the right technology partner was a critical decision.

BCN FINDS SIMPLICITY IN COMPLEXITY

- Collaboration between BCN, the Partner and the Customer's IT team facilitated the design of a solution that met all of their complex technical requirements.
- Customer required a unique billing format that other carriers could not deliver. BCN created and delivered a customized bill that integrates with their internal systems and allows them to receive the maximum available E-Rate funding.
- BCN included the re-bill of Rural ILEC services so the customer could have a single point of contact for all services and could view and manage all through the BCN Customer Portal.
- USAC Funded 90% of the customer's spend.
- BCN worked with USAC and the customer to allocate and fund the E-Rate re-imbursements exactly to the customer's specifications.
- BCN supported our partner at the highest level who specializes in Government Deals where customers participate in the E-Rate program.

SERVICES INCLUDED IN THIS BCN SINGLE SOURCE SOLUTION

An advanced Wide Area Network deployment connecting the libraries within the system. The solution includes MPLS, Cloud Based Firewall, Internet Uplink.

WITH BCN COMPLEX NEVER MEANS COMPLICATED

A single source solutions provider helping business customers find simplicity in complex multi-location, multi-service, multi-network technology deployments. Our expert teams deliver solutions crafted from the best-in-class portfolios of more than 75 unique wholesale network partners. BCN offers traditional and cloud-based voice, a variety of internet access and wireless options, SD-WAN, Managed Equipment, Network Monitoring, Security, and more. In addition, BCN provides customers with one monthly invoice for all services and a state-of-the-art portal to manage their BCN business. BCN is recognized for an overall ease of doing business, the accessibility and responsiveness of the entire team, and our superior service and support.

www.bcntele.com 1.888.866.7266

© 2020 BCN Telecom. All rights reserved. BCN and the BCN logo are trademarks of BCN Telecom Inc.
All other company and product names may be trademarks of the respective companies with which they are associated.