CASE STUDY ▪ RETAIL

A Fully Redundant BCN Solution is a Perfect Fit for a Large Multi-location Shoe Retailer

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

- 26+ locations in large multi-tenant malls across the U.S.
- Multiple monthly invoices.
- Multiple technology network providers and points of contact.

THE CHALLENGES OF COMPLEXITY

With the majority of their stores located in large multi-tenant malls, the customer found it extremely challenging to implement a fully managed multi-vendor solution. This was coupled with concerns regarding network redundancy at their Corporate Headquarters and store locations that were impacting the experience for their internal teams and customers. Overall, they sought to better integrate their Headquarters, warehouse, Online presence, and retail Point of Sale systems.

BCN FINDS SIMPLICITY IN COMPLEXITY

The ability to consolidate all vendors and technologies under a single umbrella, with a single point of contact and coordinated Professional Services to facilitate implementation of all services made BCN the perfect fit. BCN tackled network redundancy by implementing a tiered approach that included a primary DIA circuit, secondary cable or DSL access, and 4G LTE wireless backup. BCN's triple back-up solution resulted in significantly improved performance, better network security and little to no downtime.

During the collaboration with the customer, BCN presented the benefits of a BCN SD-WAN solution and ultimately the customer opted to migrate to SD-WAN from their existing MPLS network. BCN SD-WAN is now delivering scalability, improved performance and enhanced control.

Ultimately, the BCN solution will result in an annual savings of $36,000 while delivering them a single source for all their technology services, one monthly consolidated invoice, and most importantly, a single point of contact. This is the power of one.

SERVICES INCLUDED IN THIS BCN SINGLE SOURCE SOLUTION

DIA, Broadband, 4G Wireless, SD-WAN, SIP, Managed Equipment, POTS

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.

© 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.