A Single-source Solution Makes it Simple for a Publicly Traded North American Parking Management Services Provider to Find a Spot with BCN

WE ARE BCN

A single source provider helping business clients find simplicity in complex multi-location, multi-network telecom 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 24/7/365 U.S.-based support.

OUR LEGACY

26 years of experience and thousands of business customers.

THE SIGNS OF COMPLEXITY

- Multiple services across multiple providers.
- Multiple monthly invoices.
- Multiple contacts for design, implementation and support.

THE CHALLENGES OF COMPLEXITY

With a goal of reducing total monthly spend, the client wanted to bring as much of their local telephone services, including the long distance service, to a single provider who could manage all of their provisioning, inside wiring, invoicing, and reporting requirements.

BCN FINDS SIMPLICITY IN COMPLEXITY

Working with our partner, **Cost Management Group (CMG)**, BCN identified the client's locations that were no longer under contract as managed through CMG's proprietary TEM software iTEMize; verified required line features, and developed a phased approach project plan to migrate their local services without any downtime.

> **"The success of the solution can be heavily attributed to willingness on the part of both CMG and the client to work collaboratively with BCN to perform an in depth review and discovery of the client's requirements, and develop a project plan that would seamlessly transition their services to BCN."**
>
> **Michael Ginsburg, BCN Vice President of Sales**

BCN provided the project management, inside wiring coordination, and the single source for provisioning, invoicing, reporting, and customer service desired. In addition, both the client and partner can access all account information through the **BCN Customer Portal.**

- View and manage service locations, products and services, orders and tickets.
- Access the latest billing data, view invoices, make payments online, submit and track billing disputes, and review historical billing information.
- Open trouble tickets, track progress, view scheduled service calls, installs, and more.
- Directly access the BCN Help Desk, or contact dedicated BCN Telecom Service Representatives.
- Update account and services information through profile management features.
- Leverage flexible reporting options to define and deliver various reports.

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The customer is now experiencing the benefits of a single provider,

- Procuring local business lines across different LEC regions from many different underlying network providers into a consolidated solution.
- Consistency across all sites from install to billing and 24/7/365 repair and support.
- Significant hard and soft dollar cost savings as a direct result of the efficiencies of leveraging a single telecom provider for their multi-location infrastructure.

ABOUT BCN

BCN is a privately held, debt free and management owned non-facilities based CLEC providing voice, data, cloud and wireless services to business customers. We are the single-source provider for custom-con-figured, flawlessly provisioned and meticulously maintained telecommunications solutions. Our tenured and expert team delivers solutions crafted from the best-in-class portfolios of more than 75 unique wholesale network partners. Thousands of channel sales partners nationwide work hand-in-hand with BCN as trusted advisors to current and prospective customers.

ABOUT COST MANAGEMENT GROUP (CMG)

CMG offers managed services, technology, strategic partnerships, and uncommon expertise in the fields of telecom, expense management, cloud-computing and communications. CMG Advisors and Certified Group Members help client companies reduce costs, increase value, and shorten the process of procuring, implementing and managing best-in-class business solutions.

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