



BCN Finds the Key to the Right Solution for this Travel & Leisure Customer



BCN IN TRAVEL & LEISURE

Digital transformation is revolutionizing hospitality, enabling airlines, cruise lines, and hotels to deliver superior customer experiences – if their network technology is up to the task.

BCN provides the custom network solutions to help travel and leisure businesses meet rising expectations. Whether it's enhancing the experience for guests, optimizing your network, or strengthening employee communications, BCN connects your business where it makes the biggest impact.

THE BCN SOLUTION

■ POTS (Analog Voice Service)



A Shared Commitment to the Experience

This BCN customer is a large hotel and development company with luxury properties throughout the U.S. and Canada. Their portfolio also includes shopping centers, restaurants, and other real estate. Their passion is to provide the most satisfying hospitality experience to their guests.

When they came to BCN this customer was managing multiple telecommunication network providers and points of contact across 130 locations. They struggled with the resources and time needed to manage and process multiple monthly invoices. It was also difficult to identify issues as they surfaced. They knew this was time better spent focused on their guest experience.

They wanted one technology provider to consolidate their services and deliver a better and smoother delivery experience with more responsive ongoing support. They wanted to work with a team that could guide them toward emerging technologies to fuel future growth.

Their search led them to a trusted agent partner for assistance who knew BCN was the answer based on our expertise in multi-location deployments, and the benefits of a BCN consolidated monthly billing platform.

BCN created a customized technology solution that began with an in-depth qualification and discovery process. Ultimately BCN consolidated all technologies and underlying network carriers under a single umbrella resulting in an annual savings of \$144,000.

The operational efficiencies of working with just one provider, with one point of contact for service and support, and one customized monthly invoice means less time spent on their technology infrastructure, and more time spent focused on serving their customers.

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.