

Diversified Solutions Save Time and Eliminate the Confusion of Juggling Multiple Providers



TGI Friday's is a casual dining bar and grill with more than 900 restaurants in over 60 countries.

Friday's encountered the same problems many multi-location businesses often do. These problems go hand-in-hand with having multiple providers and

include communication issues with the providers and stacks of invoices.

Not only was valuable time being wasted, but operational costs continued to escalate and savings were being missed on unused features.



LOADS OF PROBLEMS WITH LOADS OF INVOICES

Processing multiple invoices due at different times during the month stretched the Accounts Payable department thin.

So much time was spent paying all the invoices that no time was left to analyze each one to look for savings or errors.



LABOR-INTENSIVE ISSUE RESOLUTION

Multiple providers made getting the correct contact to resolve issues or make changes more time consuming.

Even with an active database for all its locations and providers, the process was still time-and labor-intensive.

IT'S ALWAYS FRIDAY WITH BULLSEYE'S SINGLE INVOICE SOLUTION AND ONLINE MANAGEMENT PORTAL



INCREASED OPERATIONAL EFFICIENCY AND SAVINGS

Friday's now enjoys a single, easy to read invoice for all its solutions and locations from one provider.

The extra time is used to analyze locations, trends, eliminate unused features and look for more opportunities to save.

Their My BullsEye Account (MBA) online management tool gives them access to comprehensive reporting, enabling them to make more informed business decisions.



ISSUE RESOLUTION IS SO EASY

The MBA online portal enables them to log and track trouble tickets and make simple account changes with a simple click of the mouse.

In addition, Friday's has a dedicated Account Manager to champion all its needs. One number connects them to live U.S.-based support that answers its questions and resolves issues promptly.

"BullsEye gives us a consolidated invoice for all our locations and all the tools we need to self-manage our telecom. The amount of time and resources we're saving is invaluable. Thank you BullsEye for making telecom so simple!"

- IT Operations and Infrastructure