ENTELEGENT SOLUTIONS

Local Phone Service Consolidation

ABC Franchise, Inc.

ABC Franchise, Inc. is a food service company that focuses on franchise development and acquisition. The company is a franchisee of Burger King, having several hundred restaurants across multiple states. The company also operates another franchise with two dozen restaurants.

The Facts

ABC's telecom needs are similar to other food services franchisees. Data services are used for digital signage and to communicate inventory and sales transaction information, and voice services are needed to support internal operations and consumer activity, as well as, organizational communication and control. Their service set includes POTS, DSL and long distance services.

The Challenge

ABC's challenges were two-fold. First, they did not know if the rates they were paying for their services were competitive. Second, none of their carriers could serve all of ABC's areas. Having multiple vendors meant dealing with multiple bills, multiple customer care 800 numbers, and multiple rate structures.

ABC Franchise needed a way to retain quality telecom services, reduce cost and streamline the number of vendors, while gaining control over their total telecommunications environment.

EnTeleBundle

The Solution

EnTelegent manages ABC's communications infrastructure by receiving invoices from multiple carriers, serving multiple locations, consolidating the data and providing functional reports through a web accessed portal.

EnTelegent also provides a single remittance statement for all carriers, locations and services allowing accounts payable to make one payment to EnTelegent Solutions.

Additional benefits include world-class service levels and a comprehensive, easy to use customer portal to manage their enterprise environment.

Some services remained on the original carriers' networks and ABC retained the quality service they expected while consolidating to one vendor for overall telecommunications management.

Additionally, ABC benefited from EnTelegent's customer portal, which provides access to inventory reporting, as well as, a one-stop-shop for handling of customer care and repair issues.

Summary

EnTelegent Telecom Management allows ABC to simplify services by consolidating their services with one provider for billing, inventory and help desk support.

With EnTelegent, ABC was able to get high quality services, lower overall cost and simplify operations by dealing with only one vendor.

"EnTelegent provided us a great business solution. They reduced our telecom costs, but more importantly, they improved the efficiency of our operation by streamlining our billing and support function. "

CIO
ABC Franchise, Inc.