

Bright Horizons – Childcare Center

☑ Situation

Founded in 1986, Bright Horizons originally provided on-site childcare centers for organizations. Today, with 32,000 employees, they offer childcare, elder care, and education and career assistance for more than 1,000 of the world's top employers. In 2014, the company selected Lingo to provide POTS lines at more than 800 locations.



☑ Solution

Lingo worked collaboratively with this client to help update and improve its communication services by:

- Migrate 1,400 POTS lines
- Provide dedicated account team available 24/7 for any questions or requests
- Consolidate communications vendors and invoicing to improve processes and business efficiency

"As with many clients, our dedicated account team is extremely valuable to taking care of this company. Because of their unique solution, another key differentiator is our inside wiring group that manages all their local services and repairs. They simply call Lingo, and we take care of the rest."

ANSON CHILCUTT
CLIENT RELATIONSHIP MANAGER,
LINGO

☑ Result

By providing full-service telecommunications solutions, Lingo was able to deliver advanced communications technology and improved telecom management.

- Migrated 2,000 POTS lines
- Added long distance services to 1,000 POTS lines
- Migrated nearly 50 POTS lines to VoIP
- Consolidated the number of monthly invoices paid to one, delivering a more streamlined payment process and higher accuracy
- Consolidated monthly invoice showing all services and locations in one bill resulting in efficiency and process improvements
- Provided convenience of single-source, responsive, personal client service