

## Sears Canada Inc.



### **Company Profile:**

Sears has a network of 188 Corporate Stores, 180 Dealer Stores and 67 Home Improvement Showrooms, 112 Sears Travel offices and a nationwide home maintenance, repair, and installation network.

### **Services with Primus:**

Long Distance, Toll Free, Local Services & High-Speed Internet Access

### **Business Issue:**

Sears needed to streamline its invoices in order to ensure accurate billing from their long distance provider.

### **The Final Results:**

Primus was able to offer Sears a one-stop shop for High-Speed Internet Access to all their Canadian Locations. This was done by Primus managing over 20 regional ISP's from coast to coast providing Sears with a single point of accountability and one consolidated invoice. Primus was the only carrier in Canada to demonstrate the flexibility to manage the coast-to-coast relationships, and the ability to do this effectively. A custom solutions team was put together at Primus to verify all locations, availability and access requirements. Primus took the Sears technical requirements and customized our solution to ensure a seamless process for Sears. This was, our strength and our differentiation. Coupled that, with our custom billing solution, and this total package delivered one bill, one vendor to call, and one company managing a coast-to-coast network.

### **How did Primus Differentiate itself?**

- Developed a custom portal to monitor uptime of High Speed Access
- Managed over 20 regional carriers on behalf of Sears Canada
- Worked with Security and Network Engineers to deliver and exceed Sears's expectations

# Case Study

## National Energy Equipment Inc.



### Why did Primus win the business?

- Sears saw value in a provider that was smaller and cared more for their business who ultimately worked harder to win and keep it.
- Sears realized that the other existing Tier 1 providers were not interested in managing a complex solution like this.
- Sears was extremely happy with the success of the Retail projects the previous year, and was entrusted that Primus Canada would deliver another success
- Sears was so pleased with the Primus sales and technical teams, that they broke their usual policy of going to tender for such a large piece of business.

### Total Yearly Savings

**Nearly 35%** of their entire telecom invoice. In addition Primus was able to help reduce and streamline Sears Canada's accounts and payable process by allowing Sears to access a custom billing process, which resulted in a huge decrease in man-hours at Sears Canada.

Services end-to-end.

**1.888.502.8380**

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