

New Horizon Communications Provides One Integrated Solution: 142 Domino's Pizza Franchise Locations with Unified Billing, Seamless Support, Measurable Savings.

The Problem

MBR, a Domino's franchise, like many large franchises, faced significant operational challenges: Managing multiple telecom services, 142 locations, 8 different ISPs across three states.

"The biggest issue was getting billing right," said Jason Walls, Director of Store Support at MBR. "When we ordered new service or acquired stores, the ISP often kept sending bills to the store instead of accounts payable and stores would get disconnected. And it was always multiple phone calls trying to get new service, not knowing who serves that area."

The Solution

"We reached out to other service providers, but NHC took our needs seriously and made delivering the solution a priority," said Walls. "And they were the most responsive--I would get a same day answer, versus others, in which I felt like I got lost in their email chain and didn't really get that personal service."

NHC Provided the MBR Domino's Franchise Network With:

- A single, unified solution for all 142 locations.
- One comprehensive and consolidated invoice for all services.
- Dedicated project management to simplify solution procurement.
- Customer-centric, always accessible online portal solutions.
- 24/7/365 100% US-Based Support.

Benefits of the NHC Solution

Walls concluded, "Working with NHC, now I just send an e-mail and boom, NHC sends back a quote. And with the monthly savings, getting the billing correct, repairs, and managing the installation, everything makes me look good to my bosses, and they're happy with everything."

I would absolutely recommend NHC, and I already have. You are going to get the benefit of a simple transition, reasonable quotes, responsible and knowledgeable customer service, and a smooth conversion."

**Want to learn more?
Connect with NHC!**

