

Panhandle Telephone Co-op

Introduction

This case study of Panhandle Telephone Coop is based on an August 2020 survey of Syniverse customers by TechValidate, a 3rd-party research service.



“I have worked with Syniverse for a many years, and built good relationships with employees at the Tampa office.”

“Syniverse has always worked well with me providing quick solutions to various issues.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Syniverse:

- The vendors they evaluated or replaced prior to selecting Syniverse:
 - I have always been with Syniverse in my time here.
- The challenges they were experiencing with their previous vendor(s) that prompted them to evaluate Syniverse:
 - Intelligence about interoperability with other operators
 - Readiness for VoLTE roaming
 - Customer service web portal availability
 - Quality of service, classes of service support, SLAs

Use Case

The key features and functionalities of Syniverse that the surveyed company uses:

- The features of Syniverse they value the most when compared against competitive solutions:
 - Performance, scalability, and flexibility of implementation
 - Integration with organizational tools currently being used

Results

The surveyed company achieved the following results with Syniverse:

- The benefits they have experienced as a result of working with Syniverse:
 - Reduced costs
 - Created additional revenue streams
 - Proactive versus reactive management [support, consulting, troubleshooting, etc.]
- They agree with the following statements about Syniverse:
 - “I would recommend Syniverse because of its superior integration capabilities.”
 - “Syniverse offers better value for the services offered compared to competitive solutions.”
 - “Syniverse’s support exceeded my expectations compared to similar vendors I have worked with in the past.”
 - “Syniverse has subject matter expertise beyond what is offered by competitors.”
 - “Syniverse’s reach is more widespread than competitors.”
- The most valuable aspects/features of Syniverse in their decision to choose them over other vendors they evaluated:
 - Expansive technology features and capabilities
 - Integration and compatibility with current technology and tools
 - Price point compared to offered features/services
 - Larger network enabling greater customer reach
- Rates Syniverse on the following capabilities compared to other vendors/competitors they have evaluated or used:
 - breadth of capabilities & integrations: significantly better
 - value returned for the price: better
 - dedicated & responsive customer support: significantly better
 - technology innovation in the marketplace: significantly better
 - overall performance & quality: best in class

Company Profile

Company:
Panhandle Telephone Coop

Company Size:
Medium Enterprise

Industry:
Telecommunications Services

About Syniverse

Syniverse makes mobile work by connecting their customer to over 1,500 mobile operators and enterprises in nearly 200 countries. For over 25 years, Syniverse has partnered with customers to serve as their mobile guide, enabling them to forecast future technology and trends, and empowering them to unlock value across today’s vast mobile ecosystem.

Learn More:

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