

Animal and Plant Health Inspection Service

Introduction

This case study of Animal and Plant Health Inspection Service is based on a March 2017 survey of Verizon Advanced Communications Services customers by TechValidate, a 3rd-party research service.



“Verizon’s Advanced Communication solutions helped increase employee productivity & collaboration in our organization.”

“Best offerings and proven performance.”

“The biggest benefit since implementing the solution is the major cost savings across the board.”

Challenges

The business challenges that led the profiled organization to evaluate and ultimately select Verizon Advanced Communications Services:

- Purchased Verizon Advanced Communications Services to solve for the following:
 - Control costs
 - Technology leadership / expertise
- Solved the following challenges with Verizon Advanced Communications Service:
 - Their ability to control costs
 - Developing a digital transformation strategy
 - Providing increased business continuity & reliability

Use Case

The key features and functionalities of Verizon Advanced Communications Services that the surveyed organization uses:

- Used the following Verizon Advanced Communications Service:
 - IP Trunking
- Investment in advanced communications solutions will increase in the next 3 years.

Results

The surveyed organization achieved the following results with Verizon Advanced Communications Services:

- Achieved the following with Verizon Advanced Communications Services:
 - Better customer experience / engagement
 - Increased operational efficiency
 - Competitive advantage
 - Flexibility, agility, and increased business continuity
- Payback period was 1 – 2 years with Verizon Advanced Communications Services.
- Saw the following levels of improvement with Verizon’s Advanced Communication Services:
 - Customer experience: improved
 - Overall operational efficiency: significantly improved
 - Security & risk across business: improved
 - Customer transformation: significantly improved

Organization Profile

Organization:
Animal and Plant Health Inspection Service

Organization Size:
State & Local

Industry:
Government

About Verizon Advanced Communications Services

In the digital world, the network drives business performance. Spanning six continents and more than 800,000 route miles and offering speeds up to 100G, Verizon’s networks provide the essential platform companies need to build and grow their businesses—simply, securely, and reliably.

Learn More:

[Verizon](#)

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