

Global 500 Energy & Utilities Company

Introduction

This case study of a global 500 energy & utilities company is based on a March 2017 survey of Verizon Advanced Communications Services customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

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

“Cost optimization realized by replacing PSTN TDM to IP. The solution provided better employee mobility for unified communications and more reliable service with better DR/HA agility.”

“Centralized, dual / diverse PSTN SIP trunking.”

Challenges

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

- Purchased Verizon Advanced Communications Services to solve for the following:
 - Availability of a service level agreement
 - Control costs
 - Global network & service availability
 - Technology leadership / expertise
- Solved the following challenges with Verizon Advanced Communications Service:
 - Their ability to control costs
 - Delivering better customer experiences
 - Developing a digital transformation strategy
 - Improving employee productivity & collaboration
 - Providing increased business continuity & reliability

Use Case

The key feature and functionality of Verizon Advanced Communications Services that the surveyed company uses:

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

Results

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

- Achieved the following with Verizon Advanced Communications Services:
 - Better customer experience / engagement
 - Increased employee productivity & collaboration
 - Increased operational efficiency
 - 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
 - Employee productivity: improved
 - Overall operational efficiency: significantly improved
 - Security & risk across business: improved
 - Customer transformation: significantly improved

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Global 500

Industry:
Energy & Utilities

About Verizon Advanced Communications Services

Our products and services provide powerful Business Communications solutions help you reach employees, suppliers, vendors and customers around the world—and put ideas into motion. We have the network and experience to help you build secure, reliable connections using a variety of digital-rich media that help you improve interactions and increase your ability to help you be more agile and grow your business.

Learn More:

[Verizon](#)

[Verizon Advanced Communications Services](#)