

State & Local Government Increases Collaboration with Virtual Contact Center

Introduction

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



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

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:
 - Availability of a service level agreement
 - Control costs
 - Global network & service availability
 - Technology leadership/expertise
- Solved the following challenges with Verizon Advanced Communications Service:
 - Delivering better customer experiences
 - Improving employee productivity & collaboration
 - Providing increased business continuity & reliability

Organization Profile

The organization 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.

Organization Size:
State & Local

Industry:
Government

Use Case

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

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

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](#)

[Verizon Advanced Communications Services](#)

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
- Payback period was 7 – 12 months 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: improved
 - Security & risk across business: improved
 - Customer transformation: improved