

Global 500 Computer Software Company

Introduction

This case study of a Global 500 computer software 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 was the best-qualified responder to our RFP.”

“Replaced TDM-based transport network with IP-based. Added a private IP network sharing the same transport links and connections as IPTF and IPT.”

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:
 - Global network & service availability
 - Technology leadership/expertise
- Solved the following challenges with Verizon Advanced Communications Service:
 - Delivering better customer experiences
 - 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 company uses:

- Used the following Verizon Advanced Communications Services:
 - IP Trunking
 - Private IP voice-payload network
- 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
 - Flexibility, agility, and increased business continuity
- 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

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:
Computer Software

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](#)