

HCR Manor Care

Introduction

This case study of HCR ManorCare is based on a March 2017 survey of Verizon Advanced Communications Services customers by TechValidate, a 3rd-party research service.



“Verizon was our Managed WAN provider, and provided a significant portion of our legacy TDM voice services. Combining the services onto one network and under one provider made sense from multiple perspectives:

- One provider to engage with for implementation and support
- Cost control
- Better visibility into concurrent usage patterns
- Better use of transport bandwidth 24x7, that at times may have seen idle, or at least significantly reduce data usage”

“SIP, Best, VARRS, VIPER, Toll-free integration; and a fully integrated Voice and Data network. Voice services resiliency, cost reductions, and better use of our network.”

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:
 - Control costs
 - Global network & service availability
- Solved the following challenges with Verizon Advanced Communications Service:
 - Their ability to control costs
 - Providing increased business continuity & reliability

Company Profile

Company:
HCR ManorCare

Company Size:
Large Enterprise

Industry:
Health Care

Use Case

The key features and functionalities 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 increase 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 company achieved the following results with Verizon Advanced Communications Services:

- Achieved the following with Verizon Advanced Communications Services:
 - 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
 - Employee productivity: did not Improve
 - Overall operational efficiency: significantly improved
 - Security & risk across business: improved
 - Customer transformation: improved