

Large Enterprise Beverage Company uses UCCaaS and WebEx

Introduction

This case study of a large enterprise beverage 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 and collaboration in our organization.”

“Cost and familiarity with the Verizon team.”

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
- Solved the following challenges with Verizon Advanced Communications Service:
 - Their ability to control costs
 - Delivering better customer experiences

Use Case

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

- Used the following Verizon Advanced Communications Services:
 - UCCaaS
 - WebEx
- Investment in advanced communications solutions will increase 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
- Payback period was 1 – 6 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

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:
Large Enterprise

Industry:
Beverage

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.

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