

Global 500 Computer Hardware Company

Introduction

This case study of a global 500 computer hardware 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.”

“Verizon has a very stable infrastructure and we’ve had good account management experience with them.”

“They have the global reach and service availability that we needed.”

“Verizon also has invested in the tools and training of their teams which are needed to provide sufficiently detailed technical support that we require.”

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
 - Global network & service availability
- Solved the following challenges with Verizon Advanced Communications Service:
 - Delivering better customer experiences
 - 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 Service:
 - IP VPN (MPLS)
- 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:
 - Global reach and meeting delivery timelines
- Saw the following levels of improvement with Verizon’s Advanced Communication Services:
 - Customer experience: improved
 - Employee productivity: did not Improve
 - Overall operational efficiency: improved
 - Security & risk across business: improved
 - Customer transformation: did not Improve

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 Hardware

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:

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