

Verizon Up To Speed LIVE
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>> The network has to be prepared.

>> We're always working.

>> Working all the time.

>> We are constantly looking at it.

We take that responsibility very seriously.

>> The most rewarding thing about the work we do is whenever we see a customer able to communicate back to their loved ones.

>> That is why we do what we do.

>> We are relentlessly committed to the network so at times like this America can stay connected to work, school and most importantly to each other.

>> Most people think of Verizon as a reliable phone company.

>> But for businesses, we're a reliable partner.

>> We're engineers.

>> Proud architects.

>> Developers.

>> Data scientists.

>> We keep companies ready for what's next.

>> We do things like protect their data.

>> With security built right into their business.

>> We virtualize their operations with software-based network technologies.

>> Even build AI into the customer experiences.

>> We also keep them ready for the next big opportunities.

>> Like 5G.

It's going to make things just incredible.

>> Almost all the Fortune 500 partner with us.

>> Plus companies of all sizes.

>> No matter what business you're in.

>> Digital transformation never stops.

>> Verizon keeps business ready.

>> The network has to be prepared to absorb whatever is going to come its way.

>> We're always preparing.

>> Make sure the network is working all the time.

>> We are constantly looking at it, constantly monitoring, take that responsibility very seriously.

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>> We relentlessly are committed to the network.

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>> Hello and good afternoon, good morning and good night.
We are at noon here on the east coast.
Good to be back with you today.
We got to see Katie yesterday taking care of things.
I appreciate that and she'll be back tomorrow as well for some wellness Friday that I'll tell you more about here in a moment.
Today we've got a special guest joining us, Nicki Palmer, chief development officer for the company.
We're going to learn a lot about things that she and her team are working on and something new that they are introducing to us right now.
So without further ado, Nicki, how are you?
>> NICKI: Hey, Jeremy.
I am fantastic.
Thanks for asking.
And hello to all the Verizon employees out there.
It's great to be with you virtually.
So I'm just going to jump right in.
We have some exciting news today.
You know, we so appreciate having you, Jeremy, and Hans and Christy on every day where we can learn about what's new and what's happening and be kept up to speed. And you know, we just thought with all of these new ideas coming in through various channels, that it would be a great opportunity to have all of our Verizon employees do something innovative and forward-looking.
We just don't resume via you but we emerge as a stronger company, stronger for our employees, stronger for our customers, and stronger for society as well.
And you know what?
Innovation and ideation have always been a part of our overall Verizon culture.
We don't just sit on the sidelines.
We don't wait for the future.
We build it.
We mobilize around these opportunities to proactively shape the future and accelerate it.
So that's what we're here to talk about today.
Our 5G lab with a lot of partnership around the business, all the businesses, business unit, in fact, are launching today an idea challenge.
And it's going to be called build the future challenge.
It's going to give all employees globally through all the business units an opportunity to make a positive impact with their ideas as we are still in the midst of this pandemic and

as we emerge as well.

So this is a voluntary opportunity, a voluntary challenge for our employees that can really have an impact on the business.

So we are looking for ideas for products and services, ideas to innovate on existing services, ideas to make our internal operations stronger or more efficient as well as ideas for greater societal impacts.

And we don't have to look very far to know that society needs Verizon, and our employees are on the front lines, and just like in the past, you know, the ideas that they come up with are just fantastic.

And we're ready to capture those and bring them to light.

So a few more details.

Starts today.

It's called the build.

Build the future challenge.

And it will run for about two weeks.

So the last day will be May 22nd.

And there are details on the Verizon web page if you're in Verizon media, look to the street.

You will see guides on how to get starts, FAQs that will answer your questions, inform to submit your reading idea.

So there's also some really cool, like, plot starters in there.

Things like how might we dot dot dot, you know, make education more effective for distance learning.

Make our internal operation more efficient as we visit customers on prem.

I mean, you name it.

If you want to participate but you're not sure where to start, you can go there and look at all the background material and the plot starters because there's a bunch and they came from DBG, all across the board, GN&T, so there's different ways you can participate.

You can do it individually.

You can do it in groups, up to five people.

And, you know, if you submit an idea, there's going to be some fun recognition.

You will receive a participation badge on your VZ web profile if you submit an idea, so I hope to see a lot of those being lit up here over the next few weeks.

And you'll have even more exciting recognition if you become one of our finalists.

So in early -- in early June, we will recognize the, like, top tenish ideas, and there will be some extra recognition with that including being able to present your idea, again, individually or as a small group to senior leadership.

And then from that, we will create probably about three winners.

I'm leaving that a little bit open because I want to see these ideas as they come in.

But we're thinking three winners.

And each of those three will have the opportunity to have their ideas actually prototyped and turned into a product.

So we have our very own product developers and technologists as well as a point, again, a broad team across the business that is ready to step in and listen to those ideas and develop those ideas with you.

So we're super excited about that.

The three that win, not only will they get the chance to have their ideas become real products and services, but they will also get to donate with Verizon \$10,000 apiece. For each of the three to a charity of their cause.

We just thought that that is the best way to design this challenge because, you know, Verizon has been such a giving company throughout all this.

And we know that individuals want to continue along those lines and help where we can.

So, listen.

We've got, what, over 130,000 employees.

If only 10% of you submit an idea, we will have more ideas submitted than all of the challenges that we have done over the past two years.

And just to remind you, we have done -- you probably remember the build 5G challenge.

But do you remember we did a robotics challenge, an NFL gaming challenge, tech challenge, a storytelling challenge, a first responders challenge, and I'm sure I'm forgetting a few, but the challenges are one way to innovate, not the only way, but I'm really proud of this team because innovative companies do this on a regular basis.

It becomes a muscle.

And I can tell you in the last two weeks, this team just came together and, you know, came up with this challenge idea and, you know, rapidly innovating and bringing those ideas through to fruition is something that we do.

We do well.

And we just want to do more of.

So let me stop there.

We're really excited about it, and I'm happy to take your questions as we go forward, Jeremy.

Thank you.

>> JEREMY: Awesome.

Thanks for joining.

You talk about innovation, your team on the product side they've done with 3D masks and printing that we'll come back to here in a moment along with some of these other questions that are coming in.

About -- more about the challenge.

So if you have questions, can you send them to us at live@Verizon.com.

It's the email address.

We've got some other good stuff here.

Before we get into Q&A, though, we talk so much about innovation and finding new ways to do the work we do.

We're offering some help from above right now.

Helping companies find new ways to use drones during this pandemic.

Take a look and see what they're doing.

>> I'm Jess with skyward Verizon company and we provide training and services to help commercial businesses flew drones.

Skyward customers are using drones in so many unique ways.

But now during this time of a global pandemic, they're finding even more ways to use them and getting more value out of drones.

>> I am Matt Dunleavy, and I am the president and chief executive officer at Skyscopes. We are a professional drone service operator.

Probably the most important and potentially effective use of UAS in response to COVID-19 is the ability to fly drones and spray disinfectant in target locations.

We were able to get this research going and give us a good feeling that ultimately the drones spraying disinfectant are going to be an effective method.

What the efficacy has proved, another use case that we are using UAS for is to test the different air frames and plate profiles for delivery.

Not just delivery of food and basic necessities to people who might be sheltering in place, but also we can use unmanned aircraft to deliver medical supplies to relevant local health personnel from distribution points or even to hospitals.

We feel that right now we're making great progress to demonstrate that.

And in no small part because of our partnerships with skyward.

>> I'm Ryan, I'm an innovation specialist at Bradfield & Gory.

We are a general contractor based in Birmingham, Alabama.

The construction industry has been affected by COVID because many of the jobsite activities that pre-COVID were allowed, jobsite with the owners or stakeholders, they've since been postponed.

Bradfield & gory has been using drones for quite some time on our jobsites, but it wasn't until the COVID crisis that we really realized the value that they provide our project teams.

We've been able to keep our jobsites documented and all the stakeholders involved with 2D maps, 3D models, and we've actually done a job walk with a drone tracking since we walked through the jobsite so that the project team can get right in there with us and be on the site no matter where they were.

I think our clients have really seen the value that the drones have brought to this situation as it's evolved.

A lot of them have gotten excited about the thought of having a virtual walk-through or a livestream drone event of the site.

They've seen the potential and the impact this has had on keeping the jobs sustained and going, and regardless of who's on site and who's not.

>> What really inspires us about the work that our customers are doing with drones and especially during this crisis is they're not pausing.

They're not waiting.

They are using this technology to help their communities.

And the work that they're doing is so, so important.

And the fact that we're able to be just a small part of helping them to deploy drones and take advantage of this technology is really inspiring to us.

>> That is great to see how skyward is helping other companies come up with that and how we're all supporting that right now.

So I wanted to jump into some Q&A now, Nicki, for you.

You talked about the 5G labs.

People obviously always so interested in the work that's going on there.

What's the team doing these days, and how are they staying focused on bringing those

use cases to life?

>> NICKI: Wow.

Well, you know, Sam and Christian and the whole team are, you know, just great examples of how to be agile and innovative.

And as you know, as we have moved to work from home, that includes our lab environment.

So these labs, these physical spaces, again, we've got five around the country in different places.

One that we opened in the first part of this year over in London.

Now, these are great places to come and see the 5G network, see, you know, the mobile edge compute capabilities and just innovate together with small companies, with universities as well as with large corporate customers.

So these are wonderful locations.

What that team has done is they sort of transformed that, and they've made the programming virtual.

So, for example, the women in XR, just a wonderful fund and a group of women that are looking to advance XR technologies.

There's some programming that we're doing with them.

It's a three-part series.

Part one is tonight.

That's happening in conjunction with them as well as our 5G labs.

We have a health tech event that is going on.

That is in partnership with Johns Hopkins university, the American heart association, and Brigham and women's healthcare center.

So these events are still occurring.

And many of those events are occurring -- are happening in the virtual world.

And a little teaser for you here, Jeremy.

We're getting ready to sort of think about how we have a virtual 5G lab that is very engaging and compelling and allows us to take those experiences even further.

So more to come on that.

But just couldn't be happier with the way that the team has just pivoted to work from home but kept the business running, kept the testing that happens there occurring, and moving the products throughout the cycle at warp speed.

So it's just some good work and more to come.

>> That's awesome.

And some folks want to know, you know, how does this present a challenge to engineers like yourself and your team and overall product development?

You think about it, these are people working in labs and hands-on type of stuff.

>> NICKI: Yeah, engineers liking their box and staying in that box, but I believe that that is not true.

Engineers are at their core creative problem solvers.

And there's nothing like a good constraint in order to get that creativity going.

So, you know, listen.

I think engineers and technologists in this environment will actually thrive and I'm seeing signs of that already.

So the creativity that is coming out of not just our technology and product development

team but across the board is just amazing.

I mean, you think, you know, some of what's happening here, Jeremy, is, you know, is even causing us to be better and relook our own procedures.

I feel we're pretty agile and innovative.

We have a good way to ideate, again, the build the future challenge is another example of that, but we ideate, we work with our partners, we understand customers.

We have deep assets and technology capabilities.

We move those things to proof of concept, and then we test them and move them out into products and services.

So we've got a way to do that.

What this has done and this rapid change in the environment that we're all living in, some of the concepts that we're testing, guess what?

They just proved out like that.

Other ones, we said, well, I guess that doesn't work.

So, you know, it's just an interesting way, I think, to accelerate product development and causes us to think about, you know, how can we even do this faster?

How can we get solutions into the customers' hands much more quickly than we do today?

Because guess what?

It's already -- it's already been happening.

I'll give you one example.

The small company we've been working with called book fill.

It's a great company that changes content for 10-year-olds and below, online book content, into augmented reality characters in stories.

We've been working with them and figuring out a way to sort of package it up and bring that to market.

Well, guess what?

This thing hits, boom, it's already out there, and our product managers, you know, put together a way to do this so, so quickly to get consumers' content that they need.

That example is just one happening again and again and again.

So I think, you know, with so much devastation going on around us, so many people literally putting their lives on the line every single day, I just -- I'd love to see the creativity of the Verizon team, you know, putting all that they've got into nothing short of making the world better for these people and others.

>> Yeah, that is incredible work.

And you talk about some real-life use cases there developing almost on the fly.

That is incredible stuff that you and the team are doing.

Like I mentioned earlier, the 3D maps, I think that was another great use of resources there.

Another question about the challenge has come in.

It looks like Kyle who is one of our future interns already getting a jump on networking.

>> Awesome.

>> JEREMY: Will that challenge be around for interns when they join us virtually later this year or this summer, rather?

>> NICKI: Yeah.

You know, we are doing this challenge for two weeks.

So the challenge will end on May 22nd.

But, you know, I'm just going to go out on a limb here and I think we'll do something special with the interns because that's a unique set of creativity that's coming into our business.

And I could not be more proud that Verizon is standing up and bringing interns in in the face of this global pandemic.

I sit on, you know, some, you know, public -- charitable boards and work with other companies in the space, you know, putting forth STEM education.

I can tell you there's not many that are keeping their internships, and I am very proud that Verizon will be an example in that.

So we'll do something special with the interns, Jeremy, I promise you.

>> JEREMY: Awesome.

Awesome.

I know they're always a ready and willing bunch to really take on some new challenges there.

Nicki, I would not be able to get this done today if I don't mention Mother's Day is coming up this weekend.

So happy early Mother's Day to you.

What are you doing with your family, you know?

I don't want to ruin any surprises.

But for you and your family, how are you celebrating mom?

>> NICKI: Well, I tell you what.

I am one of the lucky ones.

I have a college-age student, a high school-age student and a grade school student.

They're all home together.

So one of the silver linings at least for me is extended time with my family.

So my little one is the project planner.

And Sunday we have a day full of trampoline, badminton, brunch, croquet, some fun outdoor activities.

I hope the weather will be good enough for it all.

But, you know, family time for me is wonderful.

And I'll spend some time videoconferencing with my mother as well.

Who, you know, like many of us, we worry about our elderly parents.

And I'm looking forward to spending some time with her as well.

On the phone.

>> JEREMY: That is awesome.

Nicki, thanks so much.

Have a great Mother's Day and I appreciate you joining.

More to come on the build the future challenge, all of those resources available on VZ web and the street.

So Nicki, thank you for that.

Before we wrap up today, I do want to cover a couple of other things that are going -- that are going on here.

We just announced a \$1 million donation to the New Jersey pandemic relief fund.

That now puts us at over \$55 million in donations to nonprofits around the globe.

But I want to share this story about how we're helping the New Mexico aging and

long-term services department which provides protection and advocacy for -- as well as services and programs for senior adults.

I want to share this thanks that they shared with us for the work that our team is doing.

>> My name is buffy, and I am one of the deputy cabinet secretaries for the New Mexico aging and long-term services department.

The department has many roles that involve protections and advocacy as well as services and programs for senior adults and adults with disabilities.

We had a grave concern when COVID-19 pummeled itself into our state.

So in answer to that, our teams pulled together and determined an innovation.

It was a no-brainer for the aging and long-term services department I.T. team to reach out to our local Verizon partners.

Verizon turned around very quickly.

They purchased 350 tablets.

Not everyone has a family member that lives in town where they're placed in a facility.

So you'll see a picture of a resident in one of our facilities in Sandoval county in New Mexico who is just gleaming.

You can see it on her face and on her family members' face.

Just that facial expression alone can give you an understanding of what residents across the state are experiencing.

So this has provided the connection of life and livelihood to so many people across our state.

So we want to thank Verizon for being our partner, and we really appreciate the collaboration with our facilities.

It takes a village to literally make things happen.

So we're really excited and excited for the future.

>> JEREMY: Well, thanks to buffy and all that her team is doing to keep folks connected out in New Mexico and to our business group team also looking for those opportunities. Looking ahead to tomorrow, Katie will be back with us talking wellness Friday.

You know, May is mental health awareness month as well as stroke awareness month and the 21st is global accessibility awareness day.

So I want to share with you a little bit of what we're going to be talking about tomorrow. But also the story of one of our employees who works on the Verizon media team, Andrew Owen, and how we have such an inclusive company here that's always there to help all of our employees who may be in need.

Take a look at this.

>> My name is Andrew Owen, and I work in Verizon media's data center as an operations engineer.

My son, Aiden, and I are both diagnosed on the autism spectrum.

I hate to use the term high functioning but unfortunately that's how it's classified.

I don't believe in loss of function in someone that's considered nonverbal.

It's just they have a different skill set.

For him it's been a little bit more of a difficult transition.

Folks who are on the autism spectrum struggle with change to establish patterns.

So there was definitely a struggle the first couple weeks to create a new normal for him. However, I think we've settled in nicely.

My son has been using telehealth due to COVID-19 to continue to receive his behavioral health services.

His therapist has made herself as available as possible.

We've been meeting on a biweekly basis.

There's a term that's used as of late known as neurodiversity, and I work with our employee resource group that's focused around that and really trying to push the concept that we all have different brains.

There's no such thing as a normal brain.

And we're each equipped with a different skill set.

I've had jobs in the past where my differences were seen as more of a liability, whereas when I came to this company, I decided for the first time to self-identify up front.

And it's been a game changer.

I think that Verizon is ahead of some of the other companies that I've seen.

But at the same time, I realize that we still have a long way to go.

Stigma is still very much a part of our world today.

It's something that still comes up on a periodic basis.

It's amazing to see the difference in scale that we run at, the way we are able to work with our employees and accommodate situations.

And the added scope of outreach we can have for our communities.

>> Andrew, thanks so much for sharing your story and so many of our employee resource groups, the work they're doing right now, we will talk more about that tomorrow when Katie joins us.

So I want to wrap up for today.

We'll be back with you again tomorrow at noon.

But before we do that, our second wedding of the week that we can feature here on up to speed live.

Chris, let's go ahead and take that video.

These folks on our team, his fiancée, they were scheduled to get married in Fiji.

But due to COVID, those plans changed.

Rather than let the day go, they got dressed up, they dropped off their marriage certificate in Denver, Colorado, drones providing this video again.

A coworker captured that and livestreamed it back to their families on the east coast.

Congratulations to those two.

Very good to see that people are still finding those moments of life and love through all this.

And another moment I'm looking forward to tonight.

Look, there they are again.

Tonight, Zac Brown and some of the band members will join us for pay it forward live.

Stay home, kick back and treat yourself to a live performance in support of small business happening on pay it forward live tonight at 8:00 P.M. eastern/5:00 P.M. Pacific on the Twitter, Facebook, YouTube channel 501 and Yahoo!.

Definitely looking forward to that one.

Like I said, we'll be back with you tomorrow, Hans and Christy and Katie and some of our ERGs.

Have a great afternoon.

And until next time, you're up to speed.