



WE'RE WITH YOU EVERY STEP OF THE WAY.

ALL DAY. EVERY DAY.

- The intelligent Verizon Enterprise Centre (VEC) giving you self-service access to a wealth of information and intuitive tools
- Expert and helpful professionals who can resolve your problem are just a call away
- Proven best practice processes focused on giving you a quality outcome

OUR FOCUS IS YOU.

Excellent customer service is a philosophy that runs deep here at Verizon. We understand the very simple principle that happy and successful customers are good for business and so we've invested in the smart people and processes that enable us to deliver highly valued customer support.

From the start of your journey with us, whether you are ordering networking services, data centre, security or voice services, whether it's for straight forward service provisioning or a fully managed solution, we want you to be delighted with your choice. Of course we're here to help when things go wrong and get you back to normal as swiftly as possible; we're also here to help you make the fine adjustments to enable you to get the most value from your Verizon solutions so your business can flourish.



Service excellence.

We're here to support you at every stage, from ordering, delivery and getting you on board, to fault finding, repair and ongoing support throughout your relationship with us.

Our customer engagement model is built on three centres of excellence. In each we have a concentrated pool of expertise dedicated to that particular discipline and proven best-practice processes. This helps us share knowledge and make sure we're continuously learning and improving the support we offer. These three centres are:

Delivery

We want to get you started as quickly as possible and without any fuss. We follow a clear step-by-step plan - our project coordination process - that we share with you and keep you posted about progress against this plan so you feel confident and in control. This standard process enables us to deliver a smooth and consistent experience to every customer, from pre-sale planning right through to acceptance and review.

Repair

Our monitoring centres keep a watchful eye on all our services and can proactively and automatically create trouble tickets. If you identify a fault, it's easy to let us know using the online reporting tool that's part of the Verizon Enterprise Centre or by giving us a quick ring on our dedicated help line. Our service experts will compile the available information about the situation and develop a plan to remedy the fault quickly. We let you know what's happening and the actions taken to restore your service are logged against the unique ticket identifier.

If the fault resolution process is not progressing satisfactorily, our escalation processes kick in to get you back up and running as quickly as possible.

Verizon Enterprise Centre

Logging in to the Verizon Enterprise Centre (VEC) portal gives you access to a range of near real-time information and tools that will let you manage your communication with us and get the best out of the solutions we are providing to you. It's packed with resources to help you drive revenue, increase productivity and control costs. It's intuitive to use and securely available at any time and through virtually any device to help you do things faster and make better-informed decisions. You can use the VEC to place orders, view and pay invoices, create trouble tickets and analytical reports, and monitor and manage your communication services. If you haven't already, you can register at <https://enterprisecenter.verizon.com/>.

We're here to help.

We're available to talk to, in case you can't find what you need on the VEC.

Our professionals take pleasure in being helpful, and are motivated and supported to do the best job possible for you. They are highly qualified and encouraged to enhance their skills through programmes of continuous development. They have access to other experts across the business for information and advice and we make a knowledge sharing easy and convenient through online resources.

When you become a Verizon customer we'll tell you who your account manager is and how to engage with our centres of excellence, so you can reach out for help to the people who know your business best.

Best-practice approach.

Our customer support services follow the ITIL framework of best practices with the emphasis on measuring and improving the quality of service we provide for increased customer satisfaction. This focus is a major factor in ITIL's worldwide success and has contributed to its widespread adoption. Our management principles align with Lean Six Sigma and we've more than our share of black belts on the team.

Always listening and improving.

The way we get close to what our customers need and make sure our support hits the spot is to listen and solicit your feedback. We are always looking for ways we can do better. You can let us know your thoughts at any time. We also conduct a more formal customer survey to solicit feedback twice a year. Our senior team takes a keen interest in what you tell us and drives initiatives back into the business to bring about change.

verizonenterprise.com



Verizon
Reading International Business Park
Basingstoke Road
Reading
RG2 6DA



verizonenterprise.com



WE'RE WITH YOU EVERY STEP OF THE WAY.

We're here to support you and help you get the most value from your investment in Verizon technology. To route you to the help you need, simply follow the steps below. They'll take you straight to relevant information that will help you resolve your issue sooner or put you in touch with an expert, who'll own your enquiry and make sure you are happy with the outcome.

SALES

Your journey with us starts with the sales process and we want to make sure we get off to the best start possible. You'll have a dedicated Account Manager who'll be pleased to hear from you. Write their name and number here so you know how to get in touch:

To speak to someone else in the sales team, simply call:

00800 47220000

ORDERING

If you want to place or track an order there's no better place than the Verizon Enterprise Centre (VEC). This is your one-stop shop for all the information you need. You'll need to have your order number to hand and your security credentials to log in through the Verizon Enterprise Portal.

<https://enterprisecenter.verizon.com/>

If you want to talk to one of our ordering specialists who can guide you through the process and answer your questions, just give us a call on:

00800 5786 2521

DELIVERY

If you have a query about a scheduled delivery or installation, you'll find that the VEC has helpful information about the status of your order. You can amend your order by following the guided menu options.

<https://enterprisecenter.verizon.com/>

If you need to speak to one of our delivery specialists, you can reach us on:

00800 5786 2521

BILLING

If you have a non-technical billing enquiry, such as a question about payments or a request for a copy invoice, you'll find the VEC the quickest and most convenient way to get what you need. All requests are allocated a unique enquiry number, which we'll tell you by email.

<https://enterprisecenter.verizon.com/>

If you've not yet registered for VEC, you can still get in touch by email:

customer-care-uk@intl.verizon.com

REPAIR

When things go wrong we know you need to be back up and running as swiftly as possible. That's why we have proven processes and escalation procedures to help resolve your issue quickly.

If you have an issue with your service or a piece of equipment, log on to the VEC through the portal and let us know what's going on. We'll create a ticket and you can track the progress on the VEC to stay fully informed every step of the way.

<https://enterprisecenter.verizon.com/>

You can contact the International service desk and speak to one of our support specialists:

00800-1103-1121

SELF SERVICE

The VEC is one of the quickest ways to get the information you need yourself. This is an outstanding facility that receives high praise from customers. The smart menus and savvy search facilities will quickly guide you to the information resources you need.

<https://enterprisecenter.verizon.com/>

If you need help to login or register on the site, drop us a line:

vec-support@intl.verizon.com/

SERVICE ADVOCACY

If you need to speak to, email, or chat online with someone to get the help you need, our advocates are here. Our support lines are open Monday to Friday 9 to 5 giving you direct access to our helpful, elite service advocacy team, who understand the importance of your enquiry.

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