Customer success story

Ganziano Sewer & Water provides rapid emergency response with **call routing and reliable internet**



For emergency utility provider Ganziano Sewer & Water, communication and uptime translate to community welfare and business survival. Yet the team had no way to identify urgent calls and suffered from inconsistent connectivity. It upgraded its communication and internet connectivity systems with Verizon, enabling faster emergency response and better continuity.

Challenge

- **No call screening:** Calls went directly to the owner, without a way to triage or prioritize emergencies
- **Unreliable internet:** The office lacked hard-line or fiber connectivity, crippling productivity during outages
- **Paper-heavy workflows:** Onsite crews couldn't connect to internal servers to access blueprints and work orders in the field

Solution

Smart call routing: Verizon One Talk routes non-emergency calls and surfaces critical ones

Portable, resilient internet: Verizon Business Internet provides high-speed wireless connectivity with battery backup for power outages

Comprehensive support and security: Verizon Business Internet Security blocks malicious traffic, while Whole Office Management provides 24/7 technical support

> "I can take the internet with me and work anywhere. I don't have to hook up to a hotspot. I can have Verizon Business Internet in my truck in the middle of a field, and we're good to go."
>
> **Joe Ganziano**
> Owner, Ganziano Sewer & Water

Results

- **Streamlined call triage:** Intelligent routing directs urgent inquiries immediately to appropriate staff, freeing the owner and saving leads.
- **Eliminated connectivity downtime:** Battery backup prevents four-hour power outage shutdowns, keeping emergency operations active.
- **Powered a mobile workflow:** Digitized field connectivity helps crews win public bids and scale operations.

Discover what Verizon Business can do for your business

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