

Reliable connectivity drives collaboration and a winning customer experience.

Empower the distributed workforce

Solution brief



Maximize your advanced communications ROI with Wireless Business Internet from Verizon.

No matter when and where your employees work—full-time in the company headquarters, part-time from home or on a hybrid work schedule in one of many branch offices—their success depends on having reliable access to the online collaboration and customer service platforms that power your business.

Without reliable connectivity, your employees may struggle to get the job done.

Customer service can suffer: Customer loyalty comes from providing quick and correct answers to questions, concerns, and problems, and satisfaction suffers when service is less than optimal. Your customer service team members need a reliable connection so they can access online information to keep your customers happy and coming back—whether it comes from an intelligent online database or from a knowledgeable co-worker on the other end of a chat window.

Productivity can plummet: Without a reliable connection to cloud-based collaboration platforms, CRM tools, HR systems and other online tools, your employees may find themselves wasting precious time to complete routine tasks. Problem-solving and brainstorming should be easy, even with far-flung co-workers.

Employees can become disengaged: When your distributed team members—from branch workers to work-from-home contact center agents—can't reliably connect to the internet, they feel disconnected from their co-workers and managers.

Reliable connectivity is the answer.

Now, it's easier than ever to deploy, install, connect, manage and scale your advanced communications infrastructure to help your organization—and your “here-there-and-everywhere employees”—succeed in the new hybrid workplace.

Verizon offers reliable, flexible and secure wireless internet solutions to power your business nationwide, and to connect employees to advanced communications tools and business applications. When they're connected via LTE Business Internet or 5G Business Internet (available in select areas) from Verizon, your employees and call center team members:



will have a reliable connection so they can access the information they need to effectively serve customers.



can collaborate more productively online across teams and functions, accelerating problem-solving.



feel connected and engaged with their managers, colleagues and company culture, no matter which site they work from.

Best of breed advanced communications solutions make the difference.

Verizon provides leading Unified Communication (UC) solutions—Webex by Cisco, Microsoft Calling, BlueJeans by Verizon and Verizon One Talk—to bring you the capabilities your business needs to achieve the outcomes it wants. From video conferencing and file-sharing to shared whiteboarding and group chat, Verizon offers a wide range of features that are just right for your business, underpinned with Verizon's reliable wireless connectivity.

Verizon also partners with leading providers of cloud-based contact centers—Genesys Cloud, Webex by Cisco, NICE—and offers its own Verizon Virtual Contact Center service to help you take your contact center operations to a whole new level. Verizon enables you to offer customers the omnichannel, digital-first experiences they expect, via chat, text, social, email or phone call.

The benefits of advanced communications services are many:

- **Seamless employee collaboration:** Support flexible work securely from a smartphone, tablet, PC, desk phone, car dashboard and even a home assist device
- **Reduced business complexity:** A web based portal allows an administrator to configure services, control entitlements and manage calling and collaboration services together and receive security updates electronically
- **ROI and cost structure transformation:** Call monitoring tools allow costs and staffing levels to be better managed and controlled, and call activity reporting can be managed by location or department
- **Reliability and security:** Multiple unified communications data access options (eg., wireless data access options, 5G/LTE Business Internet) provide diverse and secure access to collaboration tools

And better still, Verizon can help you seamlessly integrate your UC and CX infrastructures, which can drive dramatic improvements to customer service and employee productivity.

Why wireless business internet from Verizon?

With two wireless business internet solutions (subject to availability at your location) you'll experience near-ubiquitous coverage on our award-winning 4G LTE network and transformational connectivity as our 5G network expands to more locations, giving you:



Flexibility: Internet that can go nearly anywhere your business takes you.



Radically simple and hassle free set-up: With self set-up or professionally installed options, there are no messy wires or business disruptions to deal with.



Scalable and predictable plans: With flexible contracts and transparent pricing, you can control and predict service costs—and easily add or remove users as staffing needs change.



Reliability: We have your business covered so you can connect your devices, applications and more to keep your business running.

Reap the benefits of having a well-connected workforce with reliable access to a suite of collaboration and customer service tools/platforms all from one vendor: highly engaged employees, satisfied customers, simplified IT management and more control over costs.

To explore how Verizon can help you unleash the power of connectivity, contact your Verizon Business Account Manager or visit [verizon.com/business](https://www.verizon.com/business).

