Today’s businesses turn to technology to help them cut costs, boost efficiency, simplify operations and remain competitive.

Verizon IP Communications services deliver the advantages businesses need to meet these challenges by increasing bandwidth, consolidating and upgrading systems, improving service quality and much more. Find out why our customers have come to rely on Verizon IP communications to help them meet their goals and drive growth.

Cloud-based VoIP trusted support helps maintain uptime.

Customer: Local social services agency that supports community improvement

Problem: A social services organization for a large metropolitan area had a centralized phone system. That meant if the home office service was interrupted, satellite offices wouldn’t have service, either. When a fire wiped out operations, the agency’s leaders decided it was time to start from scratch with a new communications system.

Results: The organization’s director noted that “improvement was immediate.” Verizon cloud services helped the customer control costs, boost continuity and keep satellite offices online even when the home office wasn’t. Most important, he felt the organization’s needs were being heard—a big change from their previous provider. Another big plus: Operating without an IT department left the agency feeling vulnerable. With Virtual Communications Express (VCE), customers have a choice of installation, monitoring, and management options to best fit their business needs and technical capabilities.

Scalable service and a reliable network bring welcome flexibility.

Customer: Regional drug and rehabilitation organization

Problem: A regional drug and rehabilitation company had an antiquated analog telephone system and couldn’t find resources or support for it. The CEO went in search of a new communications solution from a trusted vendor.

Results: Despite the bank’s multiple locations, Verizon Virtual Communications Express VoIP solution helped the regional bank operate as a unified team. With a push of a button, employees in multiple offices speak to each other as if they’re in the same room. Business continuity is important to the bank, and Virtual Communications Express has risen to the challenge. The bank’s Director of Sales most appreciates the ability to forward calls directly and seamlessly to mobile phones—a feature that supports the bank’s service commitment.

Remote capabilities deliver better customer experience.

Customer: Regional bank

Problem: A regional bank that helps fund trial lawyers needed an expansive but easy-to-use phone system to replace outdated technology and service that hadn’t lived up to their expectations. Its business leaders wanted their phone technology to match their efficient, high-tech and high-touch approach.

Results: The CEO was particularly concerned about installation, a once-complex process that proved to be simple and seamless with Verizon. He and his staff were soon reaping the rewards, like extensions for remote locations, easy conference calling and transferring—all with a clear connection. The Virtual Communications Express’s My Account web portal allows him to monitor all the phones on his computer in one place, without having to visit the physical location like he used to. It’s much faster, saving precious time and resources. In addition, system changes are immediate; the Polycom phones are sturdy and well built; and the facility can now easily scale to meet their growing needs.

“It’s our lifeline. It allows us to provide the highest level of service in an efficient and consistent manner. I’m on the road more than in the office, and I don’t miss a call.”

- Bank Director of Sales

Example Use Cases
An all-in-one solution delivers streamlined voice and data plus business continuity benefits.

**Customer:** Manufacturer and distributor of earth drills and trenching equipment

**Problem:** This small California-based manufacturing firm with a single location had exceeded its DSL capabilities and needed additional bandwidth to support internet traffic. The benefits of VoIP Enterprise Routing (VIPER) and Wireless Connected VoIP persuaded the firm to consider a technology migration. But they needed a business continuity strategy and service-level agreements.

**Results:** The company chose Business Connection, our all-in-one VoIP, Internet and CPE solution designed for businesses that want a cost-effective way to carry voice and data over the same IP network. It features 10Mbps Ethernet with eight concurrent calls, including unlimited local calling and a generous amount of long-distance minutes. There were no additional installation charges, and the solution delivered powerful administrative tools and reporting capabilities with the business continuity features the company needed. The result? A significant increase in bandwidth, with extensive service-level agreements for internet and VoIP performance.

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Site relocation demands special communication plan.

**Customer:** Local florist

**Problem:** A regional florist used a global floral network to interact directly with customers and fulfill orders. When they moved locations, they wanted to keep their local number. They also wanted to maintain separate data connectivity for its floral network business.

**Results:** Business Connection provided the florist with all-in-one voice, data and internet to support their changing business needs, plus separate internet service for its network business. As a result, they were able to maintain their local phone number and increase bandwidth.

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Consolidated service with performance backed by SLAs.

**Customer:** Manufacturer and distributor of oil well tools

**Problem:** This manufacturing and distribution firm operated from multiple locations and needed to consolidate service providers. Business leaders wanted to curtail excessive long-distance costs, expand internet bandwidth and secure quality of service and SLAs.

**Results:** Business Connection helped the company increase data capacity, lower long-distance costs and maintain quality of service, all backed by the reliability of the Verizon network and brand.

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Single system brings together locations and increases efficiency.

**Customer:** Banking business with multiple offices

**Problem:** Eleven of this banking customer’s 13 locations had legacy VoIP service that didn’t deliver the flexibility their business demanded. The disparate systems and accounts were inefficient and kept the new executive leader from viewing the network as a whole to capture key insights.

**Results:** The banking operation simplified its network, improved efficiency and gained valuable VoIP reporting capabilities. They did this with a combination of upgraded Private IP ports, IP Trunking and a simplified account management system that covered all 13 locations via the Verizon Enterprise Center.

To stay competitive, today’s businesses must be able to react quickly to business changes. A better communications system, one that’s simple and easy, requires little or no training and fits seamlessly into current operations, can help. It must make employees more efficient while keeping employees connected on the go—and grow as you do, delivering ROI with limited capital investment and predictable billing. Verizon VoIP technologies offer that solution, with flexible features and the reliability you need to operate with confidence, today and tomorrow.