Faces of Innovation

Business stakeholders sound off on the business impact of IP communications.

Scalable service and a reliable network bring welcome flexibility.

Customer: Healthcare Connection of Tampa

Challenge: Healthcare Connection of Tampa – a drug and alcohol rehab facility treating professionals in Tampa Bay, FL—had an antiquated analog system and couldn’t find resources or support for it. CEO Patrick Meyers went in search of solutions from a trusted vendor. The BSA follows a highly standardized approach that can be repeated year over year to help Customers measure their progress in developing their security programs.

Outcome: Meyers 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. Verizon’s Virtual Communications Express (VCE) 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 Healthcare Connection can now easily scale to meet their growing needs.

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 systems to help them meet their goals and drive growth.

Cloud-based VoIP trusted support help increase uptime.

Customer: 163rd Street Improvement Council

Challenge: The 163rd Street Improvement Council, a social services agency in the South Bronx, NY, had a centralized telephone 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.

Outcome: “Improvement was immediate,” said Director Cassandra Perry. Verizon cloud services helped the council control costs, boost continuity and keep satellite offices online even when the home office wasn’t. Most important, Perry 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 our Virtual Communications Express (VCE), Verizon troubleshoots the new network and maintains service uptime—even addressing issues before they hit the organization’s LAN.

“We’re simply jumping on board with a player that’s been in the game for a long time. Installation was easier than I thought it would be, the support has been there when I needed it and the phones work.”– Patrick Meyers, CEO

© 2017 Verizon. All rights reserved. The Verizon name and logo and all other names, logos and slogans identifying Verizon’s products and services are trademarks and service marks or registered trademarks and service marks of Verizon Trademark Services LLC or its affiliates in the United States and/or other countries. All other trademarks and service marks are the property of their respective owners.
Remote capabilities deliver better customer experience.

Customer: Esquire Bank

Challenge: Esquire Bank, a bank that helps fund trial law firms, needed an expansive but easy-to-use phone system to replace outdated technology and service that hadn’t lived up to their expectations. It’s business leaders wanted their phone technology to match their efficient, high-tech and high-touch approach.

“"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 never miss a call.” - Ari Kornhaber, EVP/Director of Sales

Outcome: Despite the bank’s multiple locations, Verizon’s Virtual Communications Express business phone systems helped Esquire operate as a unified team. With a push of the 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 VCE has risen to the challenge. Ari Kornhaber, Executive VP and Director of Sales, most appreciates the ability to forward calls directly and seamlessly to mobile phones—a feature that supports Esquire’s service commitment.

Consolidated service backed for SLAs for reliability and trust.

Customer: Manufacturer and distributor of oil well tools

Challenge: 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.

Outcome: 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.

Site relocation demands special communication plan.

Customer: Local florist

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

Outcome: 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.

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

Customer: Manufacturer and distributor of earth drills and trenching equipment

Challenge: 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.

Outcome: 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 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 and reliability.
Single system brings together locations and increases efficiency.

**Customer: Banking business with multiple offices**

**Challenge:** Eleven of this banking customer’s thirteen 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.

**Outcome:** 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 can help. One that’s simple and easy, requires little or no training and fits seamlessly into current operations. It must make employees more efficient while keeping employees connected on the go—and grow as you do, delivering ROI with minimal 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.

**Learn more:**

Find out how Verizon can help your business improve efficiency and productivity by contacting your Verizon representative.