

Verizon Wireless Large Enterprise Custom Solutions Success Stories - Microsoft Internet Explorer

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The experienced Business Specialists at Verizon Wireless have helped many large enterprises like yours find cost-effective wireless solutions that meet their particular goals and challenges. Find out how we tailored a powerful mix of innovative products and services to make the following businesses successful.

Staying in touch with the field

Industry: Business Services
Size of enterprise: More than 1000 employees (throughout country in several offices)

Business challenge:
This company needed a better way to stay in touch with its various technicians. They were not able to convey the exact details of a particular customer's service problem and so technicians would often miss an important element. Also, there was always the potential for time to be wasted between jobs because the company had not figured out a systematic way to have their technicians report their availability.

Verizon Wireless Business Solution:
Now this company uses handsets to send service tickets directly to all available technicians in the proximity of the customer. The technician can then accept the job, call the customer, and complete the job. Upon completion, the technician uses text messaging to report their availability for a new job. In addition to their handsets, they use a combination of services and products including a wireless connection to the Internet, Field Service Automation, and Text Messaging.

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Staying in touch with the field

Industry: Insurance
Size of enterprise: More than 1000 employees (throughout country in several offices)

Business challenge:
This company relies on its field agents to keep their business running. They knew they were wasting precious time and money (both their own and the client's) every time those agents had to report back to their respective offices to process claims or receive new assignments. This company needed a way to make their agents' jobs more efficient and streamlined, which they knew would, in turn, make for a more satisfied client.

Verizon Wireless Business Solution:
This company is now using the first ever Panasonic Toughbook with the Sierra Wireless AirCard 555 built in to receive assignments and process claims while in the field. Agents are now able to take and import digital pictures, process claim information, and submit it for approval in real time. They use a combination of services and products including a wireless connection to the Internet, PIM (Personal Info. Mgmt), Field Service Automation, Text Messaging, Database Access, and Imaging.

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Staff communication

Industry: Educational Services
Size of enterprise: More than 1000 employees (throughout country in several offices)

Business challenge:
With so many employees whose work is interdependent, this company needed a cost-effective and unobtrusive way for everyone to stay in better communication.

Verizon Wireless Business Solution:
Now the entire staff (using 1000 data lines) of this large research facility can confer with one another on their handsets via text-messaging. This solution ensures that staff members working on

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Now the entire team (using 1000 data lines) of this large research facility can confer with one another on their handsets via text-messaging. This solution ensures that staff members working on similar projects will always be in the loop.

Cross-country tracking

Industry: Retail Trade
Size of enterprise: More than 1000 employees (throughout country in several offices)

Business challenge: This retail company was using analog devices to communicate information from their delivery trucks back to their servers and this procedure was not sustainable. Information was getting lost or it wasn't timely; it was difficult to track shipments and evaluate relevant state-to-state information.

Verizon Wireless Business Solution: Because of their business model, we knew that any solution had to be 100% reliable and provide extensive coverage. We worked with Data Remote and Summary Systems to develop a CDMA Digital solution. The Summary Systems application we recommended uses GPS and logs information necessary for paying state taxes based on mileage in a particular state. This logged information can also be used to track shipments. In addition, the units support voice in case of an emergency. After a successful test, this solution was fully deployed on all trucks.

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