

Verizon Business

Who is Verizon Business?

Created in January 2006, Verizon Business serves large business and government customers of the former MCI, as well as similar business customers that were part of Verizon Telecom. It is one of three operating groups of Verizon Communications — the other two are Verizon Wireless and Verizon Telecom.

Verizon Business is a leading provider of advanced communications and information technology (IT) solutions to customers worldwide. Combining unsurpassed global network reach with advanced technology and professional service capabilities, Verizon Business has strength in financial services, retail, high-tech, healthcare, education, and federal/state/local government sectors.

Products and Services

Verizon Business' products and services can be grouped into three main categories:

- IP and data services, including connectivity to the Internet
- Managed services
- Advanced voice services

Many of these services come in multiple flavors, meaning customers can choose to purchase customized packages of services from Verizon Business and manage them internally — or have Verizon Business manage them.

- **Private IP** - One of Verizon Business' fastest growing services around the world, the MPLS-based networking solution allows customers to securely leverage the efficiency, performance and value of IP. MPLS (multi-protocol label switching) increases the speed of network traffic as it travels over various platforms — IP, ATM and Frame Relay.
- **Managed Services** - Offers companies the opportunity to realize the simplicity, efficiency and total cost-of-ownership savings of outsourcing the management of their networks, security, remote access, Web applications and more.
- **Enterprise Mobility** - Enables customers to remotely access the power of the Verizon Business global IP network and leverage wireless applications.
- **Applications Hosting** - Offers housing and managing of corporate software applications and provides content delivery for our customers.
- **Customer Service Management** - Integrates call centers with the Web and Web analytics —making our customers' call centers more efficient and more productive with tools that improve their customers' experience.
- **Security** - Provides integrated solutions to help companies secure their networks and data.

Fast Facts

With revenues in 2006 of over \$20 billion, Verizon Business has a workforce of 31,800 in 321 offices in 75 countries across six continents:

United States

- Offices 200
- Employees 28,300
- Customers 22,500

Americas

- Offices 16
- Employees 650
- Customers 4,750

Asia-Pacific

- Offices 28
- Employees 1,150
- Customers 4,500

Europe

- Offices 71
- Employees 4,700
- Customers 106,200



Global Networks

Verizon Business owns and operates the largest facilities-based network in the world and manages more than 3,400 networks for customers. Verizon Business' expansive IP (Internet protocol) backbone network:

- Spans six continents and reaches customers in more than 2,700 cities and 150 countries.
- Includes 446,000 route miles of cable, with access to another 187,000 route miles from Verizon Telecom.
- Is linked with eight satellite facilities located throughout the continental U.S., Hawaii and Guam.
- Is monitored by a 24x7 global VPN Network Operations Center and regional operations centers.

Verizon Business is the only U.S.-based provider to be a charter member of a new consortium building the Trans-Pacific Express (TPE) optical cable network that will link the U.S. and the China mainland in 2008. The TPE will use the latest optical technology to meet the dramatic increase in demand for IP, data and voice communications with the Asia-Pacific region.

Awards and Reviews

Since its creation in January 2006, Verizon Business has earned an impressive list of customer awards and industry recognition:

- **April** - Gartner, Inc. placed Verizon Business in the Leaders quadrant among North American providers for help desk outsourcing services.
- **March** - Frost & Sullivan gave its product line strategy award to Verizon Business for its Global Network Service.
- **February** - Forrester Research ranked Verizon Business as "best in class" for its overall VoIP strategy, including technology strategy, planned performance, customer service enhancements and price.
- **February** - Frost & Sullivan selected Verizon Business for its 2007 Market Leadership Award for Hosted Interactive Voice Response (IVR) services.
- **February** - Gartner, Inc. placed Verizon Business in the Leaders quadrant among Asia/Pacific network service providers.
- **November 2006** - Frost & Sullivan selected Verizon Business for both its 2006 North American Enterprise VoIP Services Customer Value Enhancement Award and its Customer Service Leadership Award.
- **November 2006** - Internet Telephony magazine presented Verizon Business with the 2006 Excellence Award for its Hosted IP Centrex solution.
- **October 2006** - Gartner, Inc. positioned Verizon Business in the Leaders quadrant among European network services providers.
- **October 2006** - Heavy Reading gave Verizon Business its 2006 Ethernet Provider of the Year Award for Market Leadership.
- **July 2006** - Technology Marketing Corp. presented its 2006 Internet Telephony TMC Labs Innovation Award to Verizon Business for its IP Web Center service.

Global Capabilities



Verizon Business provides communications services for businesses and government agencies around the globe, serving over 130,000 customers, including 94% of the Fortune 500 companies.

Verizon Business has a proven track record of being first-to-market and a leader in the enterprise space:

- First commercial e-mail service (MCI Mail).
- First commercial provider of Internet access.
- First ISP (UUNET) to deploy MPLS globally.

Verizon Business also has a rich heritage in developing the commercial Internet from its inception to the present. Since research firm TeleGeography began tracking Internet backbone connectivity in 2001, the Verizon Business global IP network has ranked No. 1 as the most connected backbone each year. This enables business customers and Internet service providers (ISPs) to reach more destinations directly through its global IP backbone than any other carrier.

