

The Total Economic Impact™ Of Verizon's Calling Solutions For Microsoft Teams


Through one customer interview, Forrester concluded that Verizon Calling with Microsoft Teams (VCMT) and Verizon Mobile for Microsoft Teams (VMMT) have the following three-year financial impact.

KEY FINDINGS

30% 
Improvement in patient appointment completion rate with Verizon's calling solutions for Microsoft Teams.

66% 
Reduction in time spent setting up mobile phones per new hire with VMMT.

75% 
Less time spent on Microsoft Teams training with VMMT.

99% 
Reduction in spend on clinic landlines once VCMT is implemented.



We have had call center software for five years, but since utilizing VCMT along with Microsoft Teams, this is the first time that we've actually felt more in control of our phone system.

— IT director, healthcare management company



KEY STATISTICS

 **BENEFITS PV***
\$5.0M

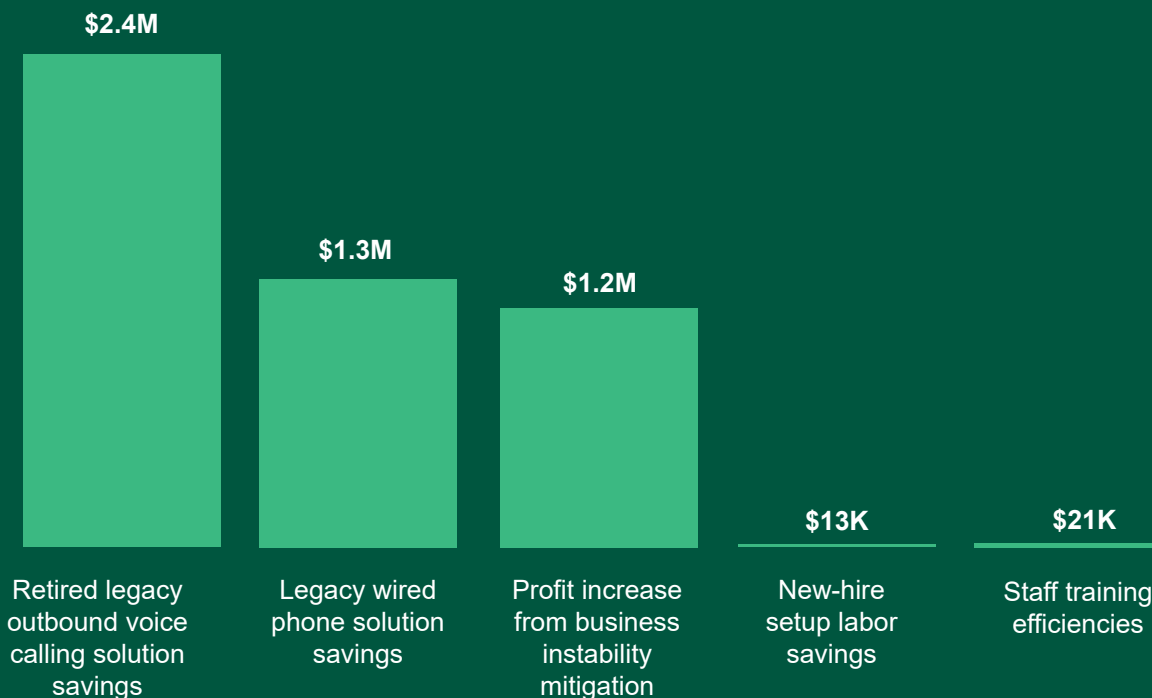
 **NPV****
\$3.4M

 **ROI**
205%

*Benefits Present Value

**Net Present Value

SUMMARY OF BENEFITS



Read the full study

This document is an abridged version of a case study commissioned by Verizon titled: The Total Economic Impact Of Verizon's Calling Solutions For Microsoft Teams, October, 2023

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