

Cellular One of NE Arizona

Introduction

This case study of Cellular One Of NE Arizona is based on an August 2020 survey of Syniverse customers by TechValidate, a 3rd-party research service.



“I have appreciated the extensive quality and support that I have received on an ongoing basis from Syniverse. This has been especially important in this current global economy with the challenges of keeping up to date with the fast moving technological advances and managing profitability at the same time.”

“A small company cannot always obtain the necessary training in a timely fashion to keep ahead of the curve, but Syniverse has always tried to assist with their personnel having various expertise and backgrounds.”

“In my 20+ years of dealing with Syniverse, I have found the employees extremely helpful with finding solutions to complex technical issues. ”

“We have never looked to use another vendor, as we find total satisfaction with Syniverse.”

Challenges

Can we remove entirely?

The only responses here were N/A

Use Case

The key features and functionalities of Syniverse that the surveyed company uses:

- The features of Syniverse they value the most when compared against competitive solutions:
 - Performance, scalability, and flexibility of implementation
 - Centralized management across a distributed environment
 - Breadth of capabilities and support
 - Integration with organizational tools currently being used

Results

The surveyed company achieved the following results with Syniverse:

- The benefits they have experienced as a result of working with Syniverse:
 - Improved efficiency of business processes
 - Reduced costs
 - Improved customer experience
- They agree with the following statements about Syniverse:
 - “Syniverse offers better value for the services offered compared to competitive solutions.”
 - “Syniverse’s support exceeded my expectations compared to similar vendors I have worked with in the past.”
 - “Syniverse has subject matter expertise beyond what is offered by competitors.”
 - “Syniverse’s reach is more widespread than competitors.”
- The most valuable aspects/features of Syniverse in their decision to choose them over other vendors they evaluated:
 - Expansive technology features and capabilities
 - Integration and compatibility with current technology and tools
 - Larger network enabling greater customer reach
- Rates Syniverse on the following capabilities compared to other vendors/competitors they have evaluated or used:
 - breadth of capabilities & integrations: best in class
 - value returned for the price: significantly better
 - dedicated & responsive customer support: best in class
 - technology innovation in the marketplace: best in class
 - overall performance & quality: best in class

Company Profile

Company:
Cellular One Of NE Arizona

Company Size:
Medium Enterprise

Industry:
Telecommunications Services

About Syniverse

Syniverse makes mobile work by connecting their customer to over 1,500 mobile operators and enterprises in nearly 200 countries. For over 25 years, Syniverse has partnered with customers to serve as their mobile guide, enabling them to forecast future technology and trends, and empowering them to unlock value across today’s vast mobile ecosystem.

Learn More:

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