



Verizon Wireless Brings Everyone Together

Challenge

To improve its customers' experience, Verizon Wireless launched a project to combine My Prepay online account management for customers of its prepaid product with its My Verizon account management site for its billing customers. The two applications were on different systems, each with its own login and password procedures. Verizon Wireless' IT team wanted to migrate all users to My Verizon, which ran on Sun Access Manager, to provide authentication and a single sign-on user ID and password. Although the IT team had the required development experience and resources, they lacked qualified resources to perform business system analysis and to manage the migration project.

Solution

Mastech delivered a business system analyst and project manager to help launch the project and accelerate its successful completion. With expert analysis, the Verizon Wireless team was able to create a single sign-on solution that allowed prepay customers to easily begin using My Verizon for online account management. The team also added functionality that supports impulse purchases of phones or accessories. The project eliminated duplicate data collection points, which enhanced the customer experience and improved data accuracy. Web self-service transactions and revenue increased, and similar sign-on functionality simplified interaction with third-party product vendors.

About Verizon Wireless

Verizon Wireless operates the nation's most reliable and largest wireless voice and 3G data network, serving more than 91 million customers. Headquartered in Basking Ridge, N.J., with 83,000 employees nationwide, Verizon Wireless is a joint venture of Verizon Communications (NYSE, NASDAQ: VZ) and Vodafone (LSE, NASDAQ: VOD). For more information, visit www.verizonwireless.com.

For more information about Mastech services, visit www.mastech.com.

Mastech Expertise

The Mastech team provided expertise in the following areas:

- Sun Access Manager