

VERIZON UP TO SPEED LIVE  
February 29, 2024  
3:30 PM IST

[MUSIC PLAYS].

>> Namaste.

>> Namaste.

>> Namaste.

>> Namaste.

>> Namaste.

>> Since the beginning, Verizon's networks have been making the world smaller. Bringing people together to live, play and work all over the world. Just around the corner from our operational headquarters in Basking Ridge, New Jersey, you will find Verizon's largest workforce outside of the U.S. In the 20 plus years since its founding, Verizon India has become a vital Innovation Hub with five world class facilities across Bengaluru, Chennai, and Hyderabad.

Verizon India has made critical contributions to key technology initiatives across our Consumer Group, Business Group, global networks and technology, Verizon Global Services and corporate groups all the while embracing the tenets of our credo through customer experience teams, community outreach programs and unique ERGs to create workplaces that embrace diversity and individuality.

Up to Speed is proud to welcome you to India.

>> Welcome.

>> Welcome.

>> Welcome to Verizon India.

>> Welcome to Verizon India.

>> Welcome to Verizon India.

>> Welcome to Verizon India.

Applause.

[APPLAUSE].

>> RAQUEL WILSON: Wow, look at this crowd.  
Let's go.

[Cheers and applause].

>> RAQUEL WILSON: Hi, everybody.  
Namaste Verizon India.  
Thank you so much for having Up to Speed.  
I cannot believe that we are finally here in Hyderabad.  
We have been waiting for this moment and to just be here with all of you is so special.  
Listen, I have been taking in India day by day, I've got a short list of my favorite snacks, so if you recognize any of these, give a shout, but I'm living the chai of course obviously, masala chai it has to be masala.  
I'm loving the masala leaves.  
Yeah.  
Thumbs Up.

[Cheers and applause].

>> RAQUEL WILSON: And the idlis that's so good it's so simple it doesn't sound like you like idlis, do you like them?  
So good.  
It's great to be here and to see everyone in the offices I was in Chennai earlier and shoutout to Bengaluru and also here in Hyderabad and all the great teams that work out of these offices from VGS, VBG, GTS, GN&T, corporate, VCG the list goes on it's been so great to see all of the synergies and it's also a Work Forward Engagement Hub that we have here in India.  
And emphasis on the engagement because I've seen it all week that I've been here.  
And especially now, look at this crowd.

[Cheers and applause].

>> RAQUEL WILSON: Shoutout to the crowd.

[APPLAUSE].

>> RAQUEL WILSON: We need to bring some of this energy back to the States it's so great to have all of you and I could go on about what I've seen here but I think it's time now to introduce someone who knows Verizon India very well.

Your leader, Vijay Subramanian.

[APPLAUSE].

>> VIJAY SUBRAMANIAN: Thank you, Raquel welcome to India.

>> RAQUEL WILSON: Thank you for having Up to Speed this has been a dream come true to bring Up to Speed international.

We've been other places but first time in India it's special.

>> VIJAY SUBRAMANIAN: Thank you it's a dream for us it's a dream for us to be featured in Up to Speed.

Right, guys?

[APPLAUSE].

>> RAQUEL WILSON: Well you know I have seen like I said so many great teams working.

I ran into the Customer Experience Team in Chennai.

Shoutout to that team.

And Buru and I know earlier the last couple of weeks ago you all had Richard Dalton and Alexa Curtis come and that team is so important because they are working on creating not only a better experience not only for our retail but also for our businesses, small, medium, large enterprise so I was able to see that.

And then I ran into Andrea Caldini, and she leads product and technology.

And she was working with her team on the synergies here in India and in the U.S.

And she also had a great group of women engineers that she met with, listen, we're coming off of the hills of Engineering Week and now we're moving into Women's History Month so she took the time to meet with each group and talk to them about their career progression and importance of diversity in engineering.

So that's just a glimpse of what I've seen here.

But Vijay, I know there's so much more.

So talk to us about India's priorities.

And work that's being done here.

>> VIJAY SUBRAMANIAN: All right, thank you, you called out a few

leaders.

We have a bunch of leaders here today.

And you will see that in a moment.

But yes, Andrea Caldini, you met her, we had Di a few weeks back we have a stream of people in to visit us we love it keep coming and we would love to do allot more Up to Speed with you in the future.

What are our priorities?

You know, it's no different.

It's no different from what we do for our customers day in and day out.

Keeping the customer at the center, at the core of our work is the most important thing.

To deliver excellence for our customers.

And the employees who support our customers.

That is the No. 1 priority for everyone at Verizon India.

The second thing, of course being the largest global services hub for Verizon, outside of the U.S., our focus is to make sure that we have the right operating model whether it's the right talent for the right work.

Where do we bring in the partners?

Where do our employees play that's very important so strategy workforce planning to make sure everybody is in the right place the right skills delivering the right solutions for our customers and the solutions that our employees love so that's the second priority.

The third and you probably saw that and you called it out a bit when you met the experience teams was to make sure that we leverage the capability across Verizon India.

And we have some very good Centers of Excellences.

We want to make sure that this team collaborates, works together, in the form of communities of practice.

To deliver the best solutions we can for the corporation.

So to establish innovation hubs, Centers of Excellences is our third biggest priority.

But underlying all of that are the foundational principles.

What are those?

To make sure that we enable every team like the teams that you spoke about whether it was Customer Experience, whether it's product development, network operations.

GTS, CDIO, data and analytics.

VCG Consumer Group, VBG groups we are a multi-chasm across Verizon in

India to enable them and make sure they can do their work properly from India is our No. 1 priority.

And to make that happen it's us, the people.

To be the great place to work.

To be able to attract the right talent, retain them and nurture them.

That's our primary goal.

But last but not the least, very important, to remain extremely compliant, make sure that we do everything right.

By the rules of the land in India.

And more importantly, we live by the credo for Verizon.

And make sure that we are compliant, we have the right governance in place, we keep our customers and our employees safe, secure and that's our efforts safe and security so that at a high priority is our priority I didn't go into each business line, every team here knows what they need to do for their businesses and that is no different from what it is for the rest of us at Verizon so with that those are the priorities for us.

>> RAQUEL WILSON: Absolutely I like how you tied it all back to our credo which of course is our foundation and our essence and all the teams working together to align on the priorities.

So thank you so much for lying that out.

>> VIJAY SUBRAMANIAN: Thank you.

>> RAQUEL WILSON: So now that we've gotten through the business side of things, I know the motto here is you work hard but you also play hard, right.

>> VIJAY SUBRAMANIAN: Yeah, we do.

>> RAQUEL WILSON: So I thought we would bring a little bit of that to the show and we have a little fun, if you don't mind.

>> VIJAY SUBRAMANIAN: Oh, my gosh.

I was told about this.

>> RAQUEL WILSON: Well, you know, we like to catch you up, it wouldn't be an Up to Speed without a quick little rapid fire Q&A session so that's what we're going to do I'll ask you a couple of questions just to get to know you.

>> VIJAY SUBRAMANIAN: Fun.

>> RAQUEL WILSON: Yeah, there's some that are in there that may be a little harder but we'll start off with something simple.

Chai or coffee.

>> VIJAY SUBRAMANIAN: Filter coffee every day.

Sorry chai lovers.

>> RAQUEL WILSON: I've been enjoying the filter coffee, too.

First app you check in the morning.

>> VIJAY SUBRAMANIAN: The Gmail the office email all for everyone, sorry.

But yeah.

>> RAQUEL WILSON: Boo.

Favorite actor?

>> VIJAY SUBRAMANIAN: Sorry?

>> RAQUEL WILSON: Favorite actor.

>> VIJAY SUBRAMANIAN: Oh, yeah.

You know what I was actually thinking should I name somebody from Hollywood, Bollywood, but I'll tell you, the favorite actor it's in my house, it's my daughter.

[APPLAUSE].

>> VIJAY SUBRAMANIAN: She can get me to do anything.

>> RAQUEL WILSON: Good answer.

I hope she's watching right now.

All right.

One thing you hope to learn this year.

>> VIJAY SUBRAMANIAN: There's so many, there's so many.

At work we actually came out of a leadership session yesterday with Brian and Craig I learned a lot I want to learn to be a better leader I know I'm not anywhere close to what a leader should be so that's one and outside of work I want to recertify myself I know a few colleagues who went to do that and they inspired me so maybe that.

>> RAQUEL WILSON: That's great.

Sunrise or sunset.

>> VIJAY SUBRAMANIAN: I love both can I say both.

>> RAQUEL WILSON: You can say both why not.

>> VIJAY SUBRAMANIAN: Sunrise.

>> RAQUEL WILSON: Favorite sports player.

>> VIJAY SUBRAMANIAN: I'm going to be -- I'm going to get into

controversies I'll name a few I have lots of them in every field but if I have to call out there's a cricket player called (inaudible).

[APPLAUSE].

>> RAQUEL WILSON: All right; all right.

>> VIJAY SUBRAMANIAN: I grew up watching him and the other one that comes very close to me in terms of the way he carries himself and plays the game is Roger Pedro (phonetic).

>> RAQUEL WILSON: That's a good one.

Okay.

One thing that makes Verizon the best place to work.

>> VIJAY SUBRAMANIAN: My colleagues.

[APPLAUSE].

>> RAQUEL WILSON: Good answer.

>> VIJAY SUBRAMANIAN: Everyone here.

And everyone across the globe.

My partners, my senior leaders, my friends, they have all been here -- I've been here 23 years there's got to be something great about this place.

The people and the culture.

That's the best.

That's it for me.

>> RAQUEL WILSON: I saved in one for last because I kind of already know the answer but I want to poke a little fun.

Thumbs Up or Bovonto?

[CHUCKLES].

>> VIJAY SUBRAMANIAN: There's no competition.

It's Bovonto every day.

>> RAQUEL WILSON: Boo.

Who likes Thumbs Up better?

>> VIJAY SUBRAMANIAN: They don't know it.

They have not tasted the best.

[CHUCKLES].

>> RAQUEL WILSON: Well, I settled the debate yesterday myself I like Thumbs Up better but it's all right.

>> VIJAY SUBRAMANIAN: We have to convert you.

>> RAQUEL WILSON: Well, Vijay, we asked a couple of these questions to some V Teamers in Chennai so why don't we take a look at that.

>> VIJAY SUBRAMANIAN: Thank you.

[MUSIC PLAYS].

>> Here in Chennai I see the vibe is very high.

>> It's very vibrant, energetic.

>> We come together and create a unique secret sauce as Sampath says.

>> Fun, fun, and more fun.

[MUSIC PLAYS].

>> Chai.

>> Chai.

>> Chai.

>> Coffee.

>> Cricket.

>> Cricket.

>> Cricket.

>> Cricket.

>> Football.

>> Neither.

I'm not a fan.

>>.

(Speaking in Native language).

>> Is the best place if you want to go and have fun.

>> If you want to eat biryani go to (inaudible).

>> Chinese.

>> (Inaudible).

(CHUCKLES).

>>.

(Speaking in Native language).

[MUSIC PLAYS].

>> Verizon India is a very warm and welcoming place to work.

>> We would like to be a great place to work.

Now we are on the 22nd best companies to work.

We feel really super proud of that with what we do with Verizon.

>> We have a lot of opportunities in ERGs.

>> It is very transparent into all development, testing.

And operation support, production support.

>> We work hard but play harder.

[MUSIC PLAYS].

[APPLAUSE].

>> RAQUEL WILSON: A lot of chai fans.

>> VIJAY SUBRAMANIAN: I know; I know.

>> RAQUEL WILSON: How do you feel about that.

>> VIJAY SUBRAMANIAN: But do you know there's a filter coffee counter here and they sell like hot cakes trust me.

>> RAQUEL WILSON: Oh I'm sure, I'm sure, I know you've spent a good part of the week with Craig and his team I think it's now time we can welcome Craig on to the stage.

[APPLAUSE].

>> CRAIG SILLIMAN: Hey, Raquel.

We keep running into each other all over the world.

>> RAQUEL WILSON: It keeps happening.

>> CRAIG SILLIMAN: I have to say pretty good answers you got one of them wrong.  
You're a great leader, Vijay.

>> VIJAY SUBRAMANIAN: All right.

[APPLAUSE].

>> VIJAY SUBRAMANIAN: My 2023 goal that's my boss.

>> CRAIG SILLIMAN: Yes, I learn a lot from Vijay he's an amazing leader amazing help leader amazing leader for this entire team and we all learn a lot for him so thank you for your leadership.

>> VIJAY SUBRAMANIAN: Thank you it's all what everybody here does that's what it is thank you.

>> RAQUEL WILSON: Thank you.

Well Craig, what have you been up to, I know you two have been together for a while, what's the week look like.

>> CRAIG SILLIMAN: Yeah we've had an amazing week here in India we were in Bengaluru on Tuesday.

We were in Chennai yesterday.

We're here in Hyderabad today.

We've been doing reviews with all of the different teams across Verizon India what they are working on, what their challenges and priorities are for 2024.

So it's just been a great week.

Great week of reviews, fantastic, fantastic content we've been going over this week.

>> RAQUEL WILSON: I know you've had a busy, busy week you also took some time to give back with the CSR event we're showing some footage of that, it was great to be able to do that for National Science Day and make science kits for schools in need so that's great work and it's awesome to see CSR on a global impacting scale so that's awesome to see that.

>> CRAIG SILLIMAN: Yeah, it was a great event.

And it's really inspiring group that's doing amazing work with schoolchildren here in India.

And just kudos to the Verizon India Team of how they are giving back to the community here.

>> RAQUEL WILSON: Yes, absolutely.

So Craig, tell us a little more about your team and the work that you all have been doing here.

>> CRAIG SILLIMAN: Yeah, I'm just so proud and so amazed with this team.

You probably already know this, there's just amazing tech talent here in India. We have thousands and thousands of people across these offices in Bengaluru, Chennai and Hyderabad just doing amazing technical work but a couple of things that those of you around the world may not know about this team.

First of all, the energy is off the charts.

What you have seen in the videos, that's every day.

That's just the engagement, the energy here is incredible.

I will also say, shoutout to the Real Estate Team here.

Those shots of the offices, those were not -- those were not PhotoShopped they were not filtered.

The offices here are gorgeous and they have created a space for engagement. So that's the other thing.

But what I want you to know is really about the magic here.

Because everything that Verizon does is represented here in Verizon India.

We have VCG and VBG.

And GN&T.

We have you know data and analytics.

And AI.

And Legal & Security and finance and sourcing and supply chain and marketing and product.

Everything is here.

And what I love about being here is the way the teams interact.

There is nowhere else in the company that I see the collaboration, the teamwork, like I see it here I just said we've been doing these reviews all week and we do them out on the open floor so what you see is we'll be doing a review with the VCG team and the VBG team is popping in.

And learning things from them and collaborating.

And exchanging best practices and ideas.

What I see here every day in Verizon India is what we are at our best.

Which is working across teams.

Sharing information.

I honestly do not believe there's any other office in the company where you actually have so much collaboration, where everything that touches the customer is represented in one building.

And the teams are talking, sharing and ideating and creating to improve that experience.

So these teams are just amazing.

You know the great tech talent but what you may not know unless you come here is how well they work together as a team.

And they really show us the meaning of teamwork.

So I am so proud of these teams.

I'm so impressed with what they do.

And I learn so much every time I'm with them.

>> RAQUEL WILSON: I think you're absolutely right I witnessed the collaboration.

And I think the teamwork is so core and central.

And I've noticed that a lot of it has to do with the culture and the vibrancy.

And it's just bouncing off the walls.

I think it has a lot to do with the 10 ERGs that are represented here they are so unique and based off of your interests and there's a dance ERG.

I was like, what?

[CHUCKLES].

>> RAQUEL WILSON: I'm not a good dancer.

But I was able -- in Chennai I was able to see some behind the scenes of the flashmob that Craig and Vijay were a part of yes there was some dancing there a big shoutout to Thango, Karthi and Arwin my new friends in Chennai I know you're watching thank you for being able to show me those dance moves but I think it would be nice to also see some dances here.

That would be kind of cool, right?

[APPLAUSE].

[MUSIC PLAYS].

>> RAQUEL WILSON: Okay.

[Cheers and applause].

[MUSIC PLAYS].

>> RAQUEL WILSON: I did it.

[APPLAUSE].

[Cheers and applause].

>> RAQUEL WILSON: Thank you; thank you so much.

>> VIJAY SUBRAMANIAN: Thank you so much.

>> RAQUEL WILSON: We really appreciate it.

Thank you, everyone, for watching.

Thank you to all of our APAC V Teamers and the Watch Parties.

Thank you so much for tuning in.

Make sure that you watch the Chennai flashmob right after this.

But I think it's time now for our sign-off, right?

All right.

Until next time.

>> You're Up to Speed.

[APPLAUSE].

(BACKGROUND NOISE).

[MUSIC PLAYS].

(BACKGROUND NOISE).

[MUSIC PLAYS].