

Up to Speed Live
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>> ALIS RADONCIC: Hello V Teamers Alis here to talk about a new promotion launching May 10th you broke your phone we broke the rules customers with damaged phones can get up to \$1,000 off their best 5G SmartPhone.
Happy selling.

>> ANDY CHOI: Alis thank you very much and with that west welcome to Up to Speed Live on this Monday, May 10th there's a reason why we started with Alis' message, this is an opportunity for all of us to get back into that excitement back at April 1st when that broken phone -- you broke your phone, we broke the rules promotion started.

There was a wave of excitement.

And a wave of an opportunity here for all of us to make sure we're serving our customers and that when folks come into the store that we're there for them.

For anything they need.

So we're looking to make sure that that extension continues that excitement into May here so really looking forward to that as Alis said those two simple words at the very end happy selling let's continue to think about that and continue to find ways to make a splash.

With that we say welcome to Up to Speed we have a very special guest from thousands of miles away.

So get your virtual passports ready.

We'll have more from our special guest in just a bit but first we want to get through a few more tidbits of Verizon news.

So No. 1, first and foremost we've had a week now to take the Pulse+ Survey.

And if you're getting those email reminders about them, I want to let you in on a little secret.

There's a way to get rid of those emails.

Come a little closer don't tell anyone.

A little secret here.

Take the Pulse+ Survey.

That's how you get rid of those emails we want you to take those Pulse+ Surveys but you will be reminded if you don't.

Definitely take them.

It's the one way that you will ensure and guarantee that Your Voice Matters when it comes to the most important decisions our company is making so go ahead and take those Pulse+ Survey and we will certainly bring you more when the survey closes and we see what our findings are of course.

Those are opinions from all of you.

So take the survey.

All right.

Next in the world of online security, the Verizon Business 2021 Data Breach Investigations Report is set to publish this Thursday, May 13th.

Now, as you may know, DBIR it is an industry leading report that takes an in-depth look at the cybersecurity trends.

And it's packed full of interesting insights and things you can really take away from in the security landscape.

Now with the release of the report is also an event that you may want to be interested in attending.

So let's take the slide here.

This is happening, again, Thursday.

8 a.m. Eastern Verizon Business invites us to join our virtual Fireside Chat with Sampath our Verizon Business Chief Revenue Officer and our CISO Nasrin Rezai and Chris Novak, director of Professional Services. They will be diving in to reflect the most pressing things for our customers as well as the wider industry that again is Thursday at 8 a.m.

All right it is time now to say hello to our very special Up to Speed Live guest from a very long distance.

And he is joining us from one of Ronan's favorite cities in the world, Dublin, Ireland.

Peter Mitchell was recently named General Manager of Verizon Connect expanding his role as the CTO, Chief Technology Officer.

Peter now leads more than 3,000 Connect teammates all over the world with that we're going to learn about the industry of course, we're going to learn about how fleet-based businesses adopt a fleet management software, fleet management software solution so lots to talk about, lots to discuss with that again all the way from Dublin Peter welcome to Up to Speed Live sir.

>> PETER MITCHELL: Thank you Andy great to be here how are things over there.

>> ANDY CHOI: It's great.

It's a little cooler than normal here in Jersey but I suppose for some people it feels nice is the weather doing okay over there.

>> PETER MITCHELL: The weather over here is always -- when it's not raining it's good.

Today is mostly not raining.

>> ANDY CHOI: We'll definitely take that for a Monday so Peter let's get right into it I think there's a lot of people that are excited about what Verizon Connect is doing for our company.

But folks, there's always an opportunity to learn more about Verizon Connect so with that give us sort of a rundown a history of Verizon Connect and its solutions.

There's a lot more than just connecting fleet vehicles.

So kind of tell us about what we can learn if folks really want to dig deep and learn more about Connect.

>> PETER MITCHELL: Sure, more than happy to.

So if you look at the history of Connect, there's kind of many origin stories in there.

So primarily Connect is made of three major acquisitions.

I came into one the FleetMatics acquisition where I was the CEO and co-founder it was an Irish-based company the majority of our customers were in the U.S. we went public in the New York Stock Exchange.

Around the same time that we were acquired, which was in 2016, Verizon also acquired a company called Telogis now they were based on the West Coast of U.S. with an engineering shop in New Zealand.

Both of us to be fair had come primarily from connecting vehicles.

Verizon had already acquired a company called Hughes Telematics in which there was a property called Networkfleet.

So Telogis on the network enterprise and fleet on the Government suite we had all of the competitors so when you come together like that at first everyone is talking about how their way is the best and of course everyone is right to a degree but we came together relatively quickly and a big shoutout to Andres Fernando for that.

At that starting point about 8% of our new revenue was coming from above the connected vehicle which is why I understand when people think of Connect they think of connected vehicle.

We have grown now and now it's touching 40% of our new revenue comes from solutions above the vehicle.

So what does that mean?

Well, what ties all our customers together is that they have a mobile workforce.

They have the majority of their revenue coming from outside the four walls.

And so we operate -- provide a platform of products.

Not just one.

But a platform of products that help them on several layers.

So like any business your first job is to stay in business so connecting the vehicle is doing a great job to allow you to see how efficient your vehicles are. You can add in layers like intelligent routing so you make sure your day is as efficient as it can be and field service. So you get your costs you get more work done once in you're business you have to be more client so we have compliance solutions there and then on top of that safely very quickly you want to be safe it's your reputational damage out there first and foremost. If you are a company with field workers, the customers see the drivers, they see the technicians, they don't see the CEO. But then on top of that there's the human safety and the safety of the third party. And then after that, there's things like being ecologically sound. So we save people from having to drive miles they don't need to. So we take fuel use and increasingly we see people do things like electric vehicles and they want to be known for that. So there's that kind of nice purpose to everything we do. And increasingly it's beyond the vehicle itself.

>> ANDY CHOI: Yeah, thank you for kind of showing us the totality of Connect and really it's such an exciting space. So as we talk about your new role here as General Manager, expanding your role as CTO tell us where do your priorities lie? What were you focusing on right now?

>> PETER MITCHELL: Well we have six tenets that we apply across the group. We've been doing this in product for quite a while. So now is a great opportunity to get really tight across the entire company. So the first thing is to build products with purpose. As I mentioned, everything we do brings some purpose to a customer. It allows them to be more efficient, safer, compliant. And ecologically sound. We do things like increasingly using integrated dash cams we have had customers who told us their drivers were a little afraid at first that there's a dash cam in the vehicle are they being watched. Then someone bumped into them and tried to claim off and they are exonerated by the camera. So that's the first thing. The second thing is making sure that our customers love what we do. I don't think company is as customer centric as they would like to be. We do by design. So we've got an incredible experienced team who design from the very beginning how

the customer will feel in the buying, installation and using process.

All of those lead to the third one, which is having the top talent in the industry.

And we really are a software group.

We're a little bit different in Verizon we leverage the best of Verizon.

But we're a staff business and having everyone together in the autonomous teams where you have engineers and product managers and UX and now marketing and sales in those groups working very closely together allows us to work really quickly.

We want to be diverse.

We're lucky to have people from all over the world working for us.

That gets us on to the fourth one which you'll be thankful to hear is double digit growth we have to have double digit growth we get those things right we're adding more customers in and selling more things to them and staffing people.

And the fifth one is to use Verizon as a superpower.

We have an incredible channel in Verizon.

We want to give back, too, by working on POCs on things like 5G units then finally every company has to be efficient so we're driving to one platform we still have some legacy ones from the integration.

One ERP system one piece of hardware so all of that nice and tidy and nice and neat and everyone is aligned to those and having the ability to influence all groups means we can accelerate that.

>> ANDY CHOI: I love that Verizon as a superpower.

It's awesome it's so empowering.

>> PETER MITCHELL: Yeah.

>> ANDY CHOI: And the opportunity there you mentioned stocks you mentioned so many different products we can offer it's the same kind of excitement we start at the top of the show, that promotion for the stores.

There's so much alignment there throughout the company and there's a lot to be excited about for all of our teams.

So Peter, I understand I'll preface this next question knowing that things can change very quickly in our world.

But that said sort of a forward-thinking question what do you see Connect being in a year or three years from now, what do you see down the road?

>> PETER MITCHELL: Sure, well, first of all, right now the way to get onto our platform is through the connected vehicle everything else you buy on top of that and we see as we move forward other on-ramps to the platform for example being able to buy asset trackers on their own first and the asset tracker traditionally in our industry kind of being considered like a vehicle that doesn't dry around much we have completely revamped that experience this year.
It's a huge underpenetrated market.

We're doing a lot in video.

We've got this incredible team in Florence data scientists who specialize in computer vision.

And this new stream of information that we're getting in from both looking out through the vehicle and also looking back in, the driver gets us great context in what's happening.

But down the line we'll be able to prevent things.

You know the easiest thing in the world to detect is a crash because you get a sudden stop right?

But what if you could prevent them.

Like seeing things that are starting to happen.

And addressing those at source.

Huge, huge money to be saved there.

And lives to be saved.

Which really adds to that purpose.

We see us getting a lot deeper on the field service side too.

And the other thing we always have to remind ourselves and every software does -- in fact every company does this you can't fall in love with how you're solving problems now.

Just because we're good at putting a unit in a vehicle or camera in a vehicle doesn't mean it's the best way to solve those problems.

Down the line we may want to encourage our customers to not get in the vehicle at all and fix problems remotely.

You know yourself you bring a plumber out to the house, often they have to come back because they look and see and they go oh I've got to take this apart what if they could do that what if they could leverage some of the Verizon technologies and use video to do a quick check, automatically order something.

And then come when the time is right.

Or even have highly skilled technicians in the back and worker technicians at the front so there's a lot of ways this can go.

>> ANDY CHOI: There's so much beauty in that thought, too, the forward thinking the problems we have now may not be the problems we have in the future but certainly we want to keep thinking and evolving that way that's so awesome, Peter, thank you I've asked you a lot about your thoughts on the business.

Of course we do here on Up to Speed like to get to know our guests on a much more personal level so with that, we have that 60 seconds with our leaders so we're going to get you ready for that.

I want you to mentally prepare for the rapid fire questions we have our clock ready to go but before we do that we'll give you a little time to prepare, we want to tell folks to look back on a very successful Small Business Days which kicked off April 29th with NFL

champion Chris Godwin no relation to Jeremy he helped us to deliver a big surprise to a small business owner on Good Morning America \$7,000 worth of devices, connectivity, security and tech support and then the small business love continued.

So as we take a look at some of the highlights here, over the next nine days, after April 29th, Business and Consumer V Teamers partnered to welcome small business owners into our stores, even meeting with them virtually.

We saw them everywhere for compliment stare tech assessments, special promotional offers like the \$1,000 off the 5G phone.

Wendy Taccetta, tell us more about why we should all be proud.

>> WENDY TACCETTA: Hello, Verizon team.

I am excited to report this Small Business Day event was the best one we have ever done together.

As a matter of fact, Day 1 was better than Black Friday 2020 so what does that tell us? There's business out there.

Small businesses need our solutions and when the Consumer Team and the Business Team get together, we're pretty unstoppable.

So here is my message to you, our phone lines are open.

Our stores are open.

And our Verizon Team is working together to do the best we can for all of our communities.

So let's keep working forward together.

Because we're just getting started.

>> ANDY CHOI: Wendy, thank you very much.

And that's such an important message for all of us to think about.

That we can be there for some of the businesses that mean the most in our communities and connecting it back to what Peter just said, you know, there are solutions that we can provide for them now and then of course down the road there will be solutions later.

You want to make sure that whether it's a business, a small business, or even a customer coming in asking about that broken phone promo, you want to be there for them now so that down the road they trust us to be there for them later so awesome, awesome, congratulations to our small business team and everyone involved in making sure that small businesses matter during those Verizon Small Business Days.

So as promised, Peter, we want to get to know you and get to know you quickly and also of course and on a personal level.

So we're going to put 60 seconds on the clock and this is 60 seconds with Mr. Peter Mitchell.

Mr. Mitchell, are you ready.

>> PETER MITCHELL: I am Andy and I have my curly stick here to protect me from your difficult questions.

>> ANDY CHOI: It's not that hot of a hot seat we'll see what happens here but I've got these questions and Peter has not seen those questions so we'll see what happens. So let's go ahead and start the clock.

Mr. Mitchell, last book you read.

>> PETER MITCHELL: Last book I read was Cocoon by Mike Millegan.

>> ANDY CHOI: Favorite band to see in concert?

>> PETER MITCHELL: Leonard Cohen. He's sadly no longer with us but definitely Leonard Kohn.

>> ANDY CHOI: Cold weather or hot weather.

>> PETER MITCHELL: I kind of like cold maybe I'm just not used to the hot.

>> ANDY CHOI: The least popular phrase that Americans sounds like something an Irishman would say.

>> PETER MITCHELL: Oh there's a few, first of all, what's the weather like in the UK?

We love the UK but we're not there.

And St. Patty's Day don't say St. Patty's Day it's St. Patty's Day.

>> ANDY CHOI: Excellent football or cricket.

>> PETER MITCHELL: Come on I'm an Irishman.

Football.

>> ANDY CHOI: Which team do you root for.

>> PETER MITCHELL: I root for Arsenal and they break my heart regularly.

>> ANDY CHOI: Favorite movie of all time?

>> PETER MITCHELL: Either Good Fellas --

>> ANDY CHOI: Just in time you got it right there before the buzzer there you go folks 60 seconds with Peter Mitchell.

How did that feel.

That wasn't too bad right.

>> PETER MITCHELL: That wouldn't too bad I'll put this away I have a question for you Andy yesterday was Mother's Day and your mother is somewhat of a celebrity how is she.

>> ANDY CHOI: She's doing very well so Mom is in Chicago I'm here and we had a nice chat so my brothers are in the area there they went out and had a little brunch and I told Brian to give an extra hug but it's awesome to see all of our V Teamers, our leaders, our V Teamers posting about moms.

And of course we had a great promotion with mom, as well with the BOGO so lots of love all around but really appreciate you asking, Peter.

We got to know a lot about you and as we take this next slide here, we found some pictures.

>> PETER MITCHELL: Oh dear.

>> ANDY CHOI: Of your team. Your love for Arsenal there.

Even though they break your heart.

And then of course you've got like the Christmas sweaters, you've got Ronan taking part there, as well and the FleetMatics team.

And then in the center there of course is you and I'm not sure who that is.

Is that -- oh, that is Hans.

So we're going to take a page out of Hans' book and Peter, as we close the show, wanted to get your dinner table thoughts about what our team to do to not only support Connect and think about Connect but really kind of support each other.

Some thoughts from you as we end the show today.

>> PETER MITCHELL: Sure.

This is a new question.

(Chuckles).

>> PETER MITCHELL: But it's a good question.

I think -- let me see what would I say over dinner?

I would say this, always remember that we're not selling product.

We're not even selling experiences.

We're selling a transformation in peoples' businesses.

And if you can do that, everything else is easy.

For the rest of Verizon, we're looking forward to being able to bundle a lot more of the Verizon products.

And for the Connect team, remember and for the broader Verizon team, the alchemy of turning ideas into software into sales it takes a little bit of time.

But once you do it and once you've got a nice cadence going, the rewards are incredible.

But the last thing I would say is have fun while you're doing it.

That's the only reason to do anything is to have fun while you're doing it.

>> ANDY CHOI: That's what we love here on Up to Speed.

And we've had so much fun with you, Peter, thank you so much for your time.

All the way in Dublin.

I love what you said that we are selling a transformation.

We have an opportunity at every point with our customers to let them know that this is what we're doing and that's what we're all about.

So Peter thank you very much.

I want to thank you for your time.

I appreciate you sharing a little bit about yourself, as well.

And of course a big congratulations to the Connect team for continued success there. So as we close out here, we do have some friends who would like to help us close out. We're going to send it on over to our friends in Ohio so from Dublin all the way to the Cuyahoga we say goodbye on this Monday.

A lot more to come.

So stick around this week on Up to Speed.

We have a lot more to share with you.

But Ohio crew, take it away.

>> Until next time, you're Up to Speed.

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