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>> Katie: Hi, everyone, welcome to Up to Speed. I've got Nicki Palmer joining us today. Nicki leads our Technology and Product Development team. Nicki, thanks for joining us.

>> Nicki: Great to be here, thanks, Katie.

>> Katie: So a few exciting things happening with your team these days, but... let's start with the one we're making some news about today. Realtime kinematics, as it pertains to hyper precise location services. That's a mouthful. I got it out, but... tell me, what does that mean?

>> Nicki: You got it right, Katie. So... we're announcing that we are deploying RTK technology at scale. And... what RTK really is, is precision-level accuracy and location technology, so... we can find things, devices, IOT devices, ultimately, SmartPhones, down to centimeter-level accuracy

So... that compares with like a GPS alone level accuracy of a few meters today. It's a big leap frog in capability.

And... you know, I'll tell you, for those that may be familiar with RTK, you may say "well, the technology, itself has been around awhile" and that is true, but... in typical Verizon fashion, what we do best is find good technologies and figure out how to scale them for maximum benefit. And that is exactly what's happening here. Jean McMahonus on Sanyogita's team. Her and her team have been working on this for awhile and have figured out the best way to deploy this technology. And... it's by using our network, surprise, right? Leveraging the best asset that we have. Our vast cellular network. So... we're able to put these location stations at certain cell sites, where we already have power, we already have backhaul, so they're connected to the network. And that's what we're announcing today. We're announcing that we're doing that. We're doing it at scale. And that's what has not been able to happen with this

technology in different point deployments in the past. So... this is good news. It's good news for every industry vertical, in fact.

>> Katie: So... great transition to my next question, which is... so... what types of solutions or advancements does this technology enable?

>> Nicki: The obvious one that everyone likes to think about and talk about is autonomous vehicles, right? And self-driving cars. And certainly... this is an underlying building block for that. In fact, when Tami's team in VBG and Andreas Orlando, when they respond to RFPs from car manufacturers, they are able to say "hey, this is our path forward to that. We have this great precision-level location technology embedded in our enemy work and here's how we evolve that." That's a game-changer.

So... the OEMs want to know about that. We're able to be industry leaders in the way we're approaching this. So... that's certainly one and that will take time to evolve, as we all know. But... if you think about high value shipping or precision agricultural technology or... our drone business, for example... and... you know there, are so many places where this type of precision location can really help with an industry, but... also with safety and security.

So... it affects a variety of things. In fact, we're, we're happy to be providing this enablement to Elise Neil's group on the new business development side. She has a drone business, she has a precision location business, and this gives her new capabilities to grow those businesses.

So... we can see it's helping our new business development and also our existing businesses with customers in the Verizon Business Group that want to, you know... continue to use 5G, Edge Technology and now precision location to enable new things in their business.

>> Katie: Speaking of 5G, how does the 5G network play into this technology?

>> Nicki: Think of our 5G technology and the millimeter wave, just driving massive bandwidth, speeds, throughputs, our Edge, our MEK deployments we just announced. Super exciting there. Being able to take, pushing cloud to the edge, massive capabilities, the currencies with talk about with 5G. Add to

this, RTK as a building block, and you can start to see how you can pull all of these currencies and capabilities together to develop new solutions for businesses and consumers alike. It's a building block.

>> Katie: Lots of good stuff to come there, I'm sure. Nicki, the last time you were with us on Up To Speed, we talked about the start of our Build a Future Challenge and since then, we've identified some top submissions, some projects. Can you give us a quick update? What's happening with the winners and the ideas that were part of that event?

>> Nicki: It was a massive success and the Verizon employees, they just came through. The innovation and just like, the forethought, the creativity that came through in over 1400 submissions, was amazing. You really put -- the employees, you really put the team through their paces, going through all of these. It was a lot. But... they loved it and... as business leaders, we are loving it, because we are harnessing that -- these ideas. So... yes, we have winners. The winners ideas are amazing. In fact, the three winners just presented their ideas to Kyle Malady and Ronan Dunne and Tami Erwin, just this past week. They got that exposure and the whole leadership team is very excited about the new innovations that have happening here. So... those winners are moving on to prototyping. So... now's the even harder work, right? We do business cases and prototyping and see if these ideas can really scale. They're on the fast track, so to speak, and lots of attention on these great ideas. By the way, 1400 + submissions, those don't disappear either. There's a lot of good ones -- not just the winners, so... a lot of great ideas in there that the business leaders, that own those functions are also looking at. For potential ideas and products. So... it's great. I'm so excited.

>> Katie: We caught up with Katie Davis, one of the winners to talk about the inspiration behind her project. Take a look.

>> Kaitlynn: Anyone with a cell phone can tell you that there are a lot of robo calls out there. Imagine your business or emergency services getting flooded with robo callers and you need to be able to pick up these real calls quickly to help the people who depend on you? I work in voice protection and analytics and I've seen too many people come asking for answers. My team, Hans van Arkel and Shawn McGowan, and I, we came up

with a network level solution. Voice Defense +. So... what really was the catalyst for this idea of getting traction? Because bad actors love to take advantage of fear, chaos and change. Being able to institute Voice Defense + will make sure that a critical channel for communication is safer and more efficient on Verizon's network than anything else. Technology and the people who believed in me got me to where I am today. I grew up in a really rural, small town, and technology opened up the world to me. I'm one of those people who cannot take without giving back to the next person. If I can create something, so someone can make a call when they need it most, it's my responsibility to help them, like so many people have helped me.

>> Nicki: Wow. What I love about Katie and the Voice Defense + is that team took an area of the business that they were already working on and sort of extended it in a new way. And we saw this over and over again with the challenge, is that some ideas were really like... blue sky, as we think of like... you know... an ideation challenge, you think of these crazy way off ideas and some of them were that far-reaching and you know... those are important too -- to challenge our thinking and push ourselves. But... some are more like mini extensions of what we already do and... I just -- I don't know -- I -- the whole team was so impressed with how you know... just the variety of ideas and the ingenuity of our employees to just push for the right reasons.

So... yeah, it was great. Katie and the team, I'm psyched about that one.

>> Katie: To that point, we had a free robo call app in the market for awhile now. How do you see things like that that are already existing and ideas like this, kind of coming together, working together, to advance this further?

>> Nicki: Yeah... that's part of the beauty, as I was mentioning. Some of these products, robo calling is a problem in the industry and we have put a lot of protections for consumers in place, products for consumers in place, to help with this, with this general issue and provide like, safety and security, and really be a trusted provider, uphold our brand, to consumers and bringing that to businesses in a new way is really, really exciting

So... I think these things just layer on each other and that's, that's almost, I mean, sometimes a dirty little secret of product development. Is that it's not always the new shiny thing that's out there, it can be and it is, sometimes, but it is also taking what we have and evolving it in new ways. You know... using the assets we have, the talent we have, in this organization and... Verizon at large, which is unbelievable. And... you know, pushing it forward to help a different, solve a different problem or help a different, you know... customer base. And that's kind of what this is. And I think it's marvelous.

>> Katie: You know, the great ideas don't end with a Build the Future Challenge, what else has the team been up to.

>> Nicki: I tell you, I'm so proud of the team to be able to continue delivering on commitments for products and services. Amidst working from home -- the pandemic and everything going on in our world. So... I know other leaders have said it, I echo those comments and want to say it as well. But... ideation can still occur. Through a computer. And... on a bluejeans call. And as evidence of that, we just had a hack-a-thon and I just, at my staff meeting yesterday, reviewed and I got a great presentation from the winners of the hack-a-thon. These folks gave up their whole weekend to come up with a new way to solve a problem. And... the problem had to do with how we measure, detect, and analyze devices in the IOT space and provide better tools to customers.

And the idea is fantastic. They worked all weekend on it, they have a prototype out, we're going to take it and keep building off that. The hack-a-thon's another way, I'm here to tell you that innovation is alive and well at Verizon.

>> Katie: I probably can't come up with a better close to our conversation than that, so... Nicki, I'll thank you for joining us for Up to Speed today. Everyone have a great day. Until next time, you're up to speed.