

Verizon TIV Report

Score: 74% (333/450)

Category: Technology Adopter

Assessment Date: 2025-09-01

Section Summary

Section	TIV Score	Category
Part 1: Business & Strategy	14%	Technology Follower
Part 2: Apps & Data	26%	Technology Adopter
Part 3: Infrastructure	33%	Technology Leader
Total TIV Score	74%	Technology Adopter

Business & Strategy Analysis

Assessment of business strategy and technology leadership reveals organizational commitment to digital capabilities development through executive structure, strategic initiatives, and technology talent acquisition.

- Management structure includes a CTO and CIO, but lacks a dedicated CDO
- Strategic capabilities and initiatives include significant investments in 5G and network infrastructure
- No specific technology transformation programs identified
- AI/ML initiatives are present, but no dedicated Head of AI role found
- Hiring velocity and tech talent acquisition data not available
- Development opportunities and gaps include the need for a dedicated CDO and increased hiring in tech roles

Applications & Data Analysis

Technical platform evaluation demonstrates digital architecture maturity, data management sophistication, and customer experience optimization capabilities.

- Technology stack includes modern frameworks such as React
- Platform strengths include AI-driven recommendations and strong CRM integrations
- Website technology and performance are satisfactory, with room for improvement in Core Web Vitals

- Customer data and personalization are advanced, with AI-driven recommendations and enterprise-level optimization tools
- Security features include modern TLS and encryption-at-rest practices
- Enhancement areas include improving website performance and increasing data literacy

Infrastructure Analysis

Infrastructure assessment shows cloud strategy implementation, security posture, and operational scalability aligned with modern technology practices.

- Cloud partnerships with AWS for primary cloud and AI services
- AI/ML infrastructure capabilities include a model registry, feature store, and automated pipelines
- Data strategy includes a modern data stack with Snowflake and Databricks
- CI/CD and deployment practices are mature, with fully automated pipelines
- Security and compliance measures include GDPR and CCPA compliance, Zero Trust architecture, and DevSecOps practices
- Modernization focus and opportunities include improving AI security and incident response transparency

Evidence Gaps & Assumptions

Areas with insufficient evidence:

- Hiring volume and mix for data and tech roles
- Redundancies in tech/data
- Employee sentiment and culture
- Developer and engineering culture

Recommendations

Key improvement areas based on gaps identified:

1. Appoint a dedicated Chief Data Officer to oversee data strategy and operations
2. Improve transparency and reporting on hiring volume and mix for data and tech roles
3. Enhance employee sentiment and culture, particularly in data literacy and AI ethics
4. Foster a stronger developer and engineering culture, with more frequent blog posts and community contributions
5. Improve website performance to achieve higher Core Web Vitals scores

Overall Assessment

Verizon demonstrates a strong commitment to technology and digital capabilities, particularly in infrastructure and applications. The company shows strengths in cloud partnerships, AI/ML infrastructure, and customer data personalization but has opportunities to improve in business strategy, particularly in leadership structure and hiring practices.

Evidence Sources

Leadership & Management:

- Company website: [Verizon](https://www.verizon.com)
- [Verizon Executive Team](https://www.verizon.com/about/our-company/executive-team)
- [Verizon 2024 Annual Report](https://www.verizon.com/about/investors/annual-reports)

Financial & Investment:

- Company investor relations: [Verizon 2024 Annual Report](https://www.verizon.com/about/investors/annual-reports)

Technical & Performance:

- Company website: [Verizon](https://www.verizon.com)
- [Verizon Developer Portal](https://developer.verizon.com)
- [BuiltWith](https://builtwith.com)
- [PageSpeed Insights](https://developers.google.com/speed/pagespeed/insights)