

BUSINESS OUTCOMES

- Unfiltered visibility into customer service
- Strong deterrent to theft
- Increased security for customers and employees
- Company-wide, remote access to remote live and recorded video
- Limited loss from unfounded liability claims

“Envysion gives us instant, unfiltered visibility to our stores, while also providing a strong deterrent to theft and vandalism. In addition, Envysion’s SaaS model delivers rapid innovation cycles and new feature development which means we will always have the latest video technology.”

Steve Watts, President



Wireless City Gains Company-Wide Access to Video with Envysion Video

Wireless City’s Challenge

Founded on the fundamental belief that buying wireless devices and services should be a great experience rather than a painful one, Wireless City’s number one objective is delivering the highest quality service to its customers. Through this operating philosophy Wireless City has assembled an outstanding team of employees and a successful franchise of stores.

However, the management team wanted a better understanding of day-to-day operations and worried that without a formal loss prevention team the stores were left vulnerable to theft. Wireless City knew that managed video would provide the necessary store-level insight and theft deterrent, but could not afford a major IT project shifting the company’s focus away from providing superior customer service.

Managed Video as a Service (MVaaS) Solution

After evaluating Envysion’s easy-to-use video platform and validating that it required minimal IT support, Wireless City decided to deploy Envysion Video at each of the company’s locations. Envysion’s MVaaS is a rapidly scalable video solution that gives users remote access to live and recorded video through a simple web-based interface.

With Envysion Video, Wireless City now has unprecedented access to store operations and can also guard against theft.

