

## CUSTOMER SPOTLIGHT



Laura Weaver recently joined the Equinox community but was already well acquainted with our team and many other Protector users thanks to shared experiences in CFCAs. She's pictured here (center) with Christi Vanoye from Equinox (left) and her colleague Keith Gould (right) attending her first PUGM.

Past 'Customer Spotlight' articles have featured folks who've had Protector or TeleLink for years, but this one shines on a new addition to the Equinox community. In fact, Laura Weaver attended her first Protector User Group Meeting (PUGM) before the application was even installed! Laura said the most beneficial aspect of that user group was, "Meeting the Equinox team, having them explain new features, and understanding how Equinox turns input from Protector users into future product features!"

Laura has been in the telecom industry for 20 years and briefly worked at Pacific Lightnet before moving to Verizon Hawaii in May 2005. That company was soon purchased and renamed to Hawaiian Telcom, where she remains and currently serves as their Fraud and SOX Auditor. Her introduction to Equinox came via many CFCAs meetings over the years. In particular, Laura met FMS and training expert Christi Vanoye in Arizona and inquired about the Protector fraud management system (FMS).

After that, Laura said David (West) and Christi patiently answered her "all things fraud" questions during the product evaluation process. Laura was instrumental in her company's decision to ultimately license Protector. She explained that "Protector will give us better insight into where our customers are calling. KYC (knowing your customer) is very important. Hawaii is unique with many customers from other countries and calls to Pacific islands, Japan, Philippines, etc. Protector will help us know who calls where regularly and what traffic is not normal." Laura spoke highly of Christi and project manager Simeon, "Their responsiveness and level of engagement now during implementation gives me confidence that the support after we go live will be great!"

Born and raised in Dallas, TX, Laura later lived in Austin, TX before moving to Hawaii in 1999. While there, Laura was a volunteer reservist with the city and county of Honolulu, working side-by-side with first responders and teaching emergency rescue to the public. She then returned to the "mainland" in 2019 B.C. (before Covid) and settled in Edmond, Oklahoma where she currently lives with her husband of 30 years and their Havanese dogs, Dash and Harli.

When she's not auditing fraud and working with the Equinox deployment team, Laura teaches emergency rescue (CERT) and volunteers with local public safety/service agencies, including the



Laura loves her pups Dash (at left) and Harli.



Laura fashioned this logo for a local business using her diamond art skills!

Medical Reserve Corp, Emergency Management of Oklahoma, OKC Fire Corp, and Residents Fire Fighters Academy Alumni...but not all at once! She's also mastered diamond art—a hobby she acquired during Covid—and was even commissioned to make a sign for a business in her town.

***We're honored that Laura is now in the Protector community and know that everyone else who's already part of the Equinox family will make her feel right at home. Thank you, Laura, for taking this journey with us!***