

O₂ customer story

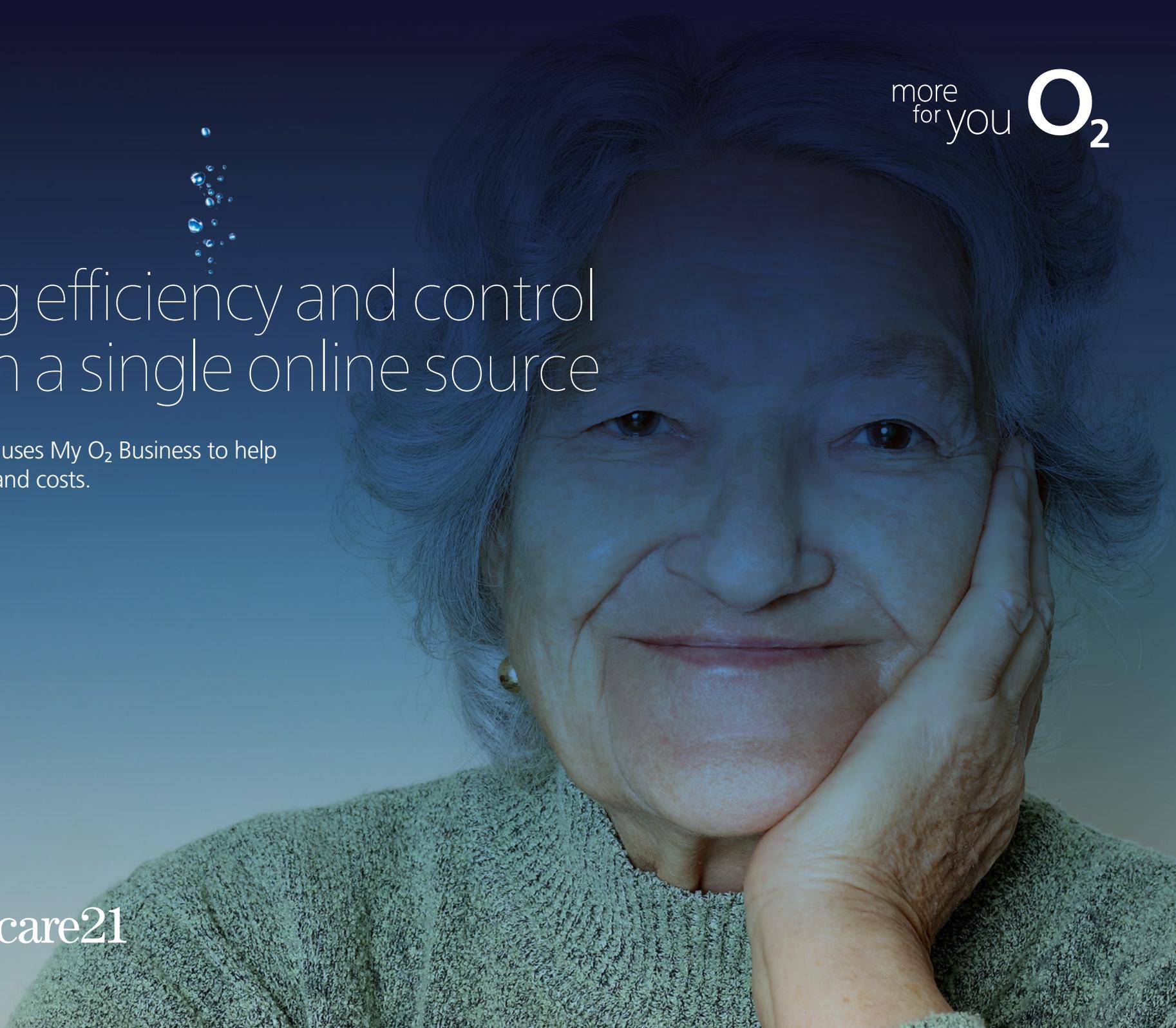
more
for you **O₂**



Building efficiency and control through a single online source

Housing & Care 21 uses My O₂ Business to help
manage resources and costs.

housing&care21





“We’re empowering our locally based managers with the right infrastructure so they can do their jobs better. Our residents tell us they value that local service and support.”

Bruce Moore,
Chief Executive of Housing & Care 21

My O₂ Business makes mobile, fixed and broadband estates easy to manage

As a not-for-profit organisation, it’s essential for Housing & Care 21 to provide top-quality services at affordable prices.

Housing & Care 21 looks after 20,000 retirement and extra care apartments in over 150 authorities across England. As well as maintaining the homes themselves, they also provide care and support to enable individuals with illnesses or disabilities to live as independently as possible.

“The challenges for us are about making sure the finances work better, providing good value for money both in terms of the housing we provide and the services that go with it,” says Bruce Moore, Chief Executive of Housing & Care 21. “With a geographically dispersed workforce, it’s imperative for staff to keep in touch with residents and with each other.”

O₂ provides the company’s mobile infrastructure and their associated tariffs, including all voice, texts and data.

But managing all those devices, each with individual bills, could have been a daunting task. Fortunately, as part of the contract, O₂ offers free online management tool My O₂ Business, makes it easy.

“With My O₂ Business we can go online and order new equipment, new phones or make data and tariff changes, on all of our connections. It helps us to get the best value for money from our contract with O₂.”

Stuart Millard,
IS Service Delivery Manager

All you need to know about your account in one place online

My O₂ Business lets Housing & Care 21 manage its mobile estate in real time, all in one easy-to-use, secure location.

“We have 750 mobile phone users so when we tendered for a new mobile phone contract, a centralised management system was key,” says Stuart Millard. “We spoke to several contenders but the My O₂ Business web service was far better than what we were seeing from other providers.”

As well as showing billing and usage details about all their devices, My O₂ Business allows the organisation to monitor each of its connections to ensure that there isn't any unusual activity or excessive use. It also shows which member of staff has a given device at any time – and how they're using it – to make sure they're being used effectively.

With online or printed bills, they can use My O₂ Business to bill departments within the company for their mobile phone usage, based on the voice, texts and data they've consumed during the month.

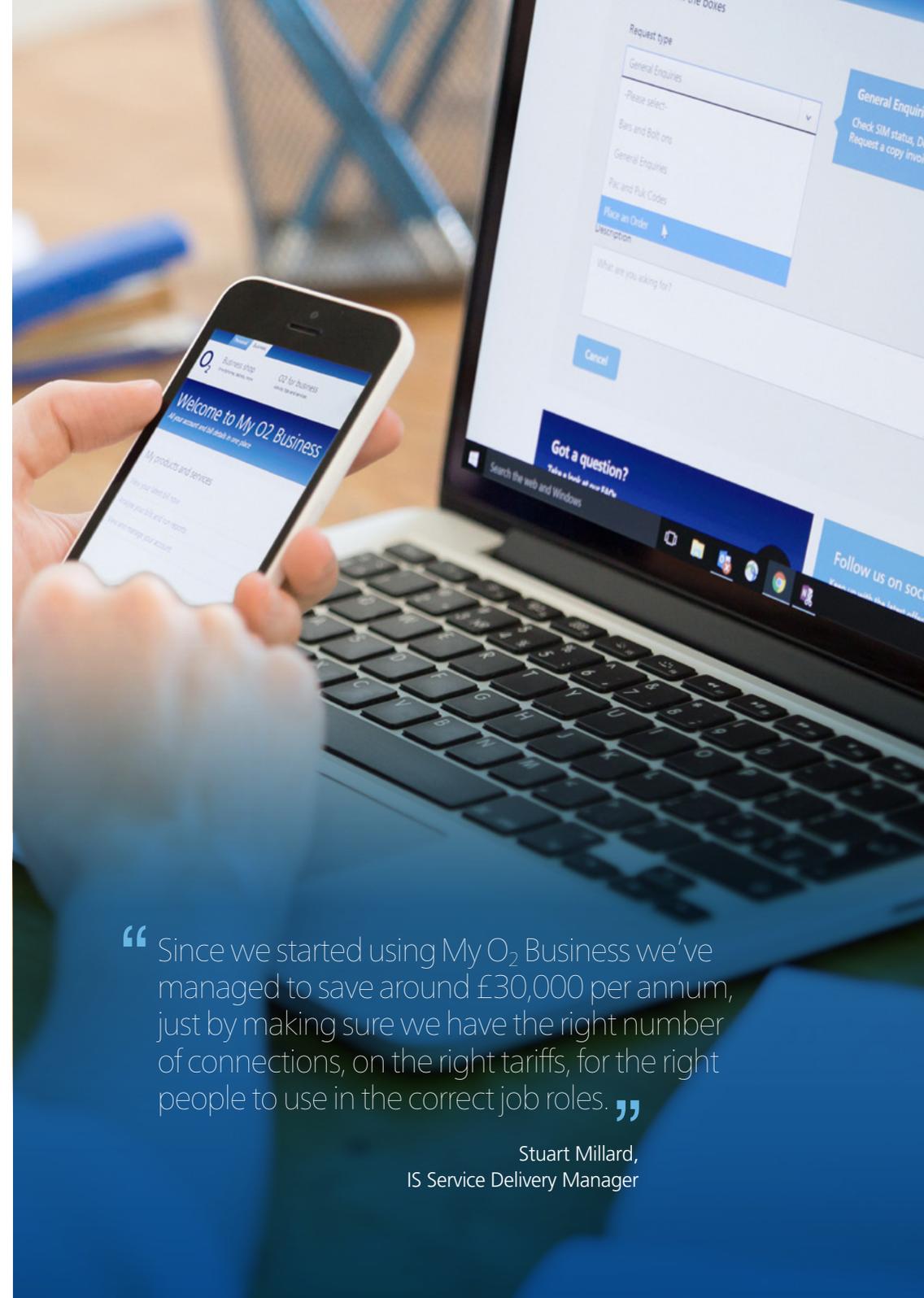
Senior management can also grant limited access to various departments within the business, so they can monitor their own accounts and spending, while the central management team retains exclusive access and overall control.

“It's a free service available to all our business customers. There's no extra overhead involved, and you can start using it to manage your estate and control your costs straight away.”

Helen Littleford,
O₂'s Senior Digital
Service Manager

“Since we started using My O₂ Business we've managed to save around £30,000 per annum, just by making sure we have the right number of connections, on the right tariffs, for the right people to use in the correct job roles.”

Stuart Millard,
IS Service Delivery Manager



“We’ve come to regard O₂ as not just a supplier, but a partner. They’re colleagues working with us to find solutions and introduce us to new technologies and new ways of working.”

Stuart Millard,
IS Service Delivery Manager

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Automatic reports to help manage costs and budget planning

My O₂ Business gives Housing & Care 21 full control over their contract with O₂. As well as monitoring their mobile estate online they can also get reports automatically emailed to them, making it easy to manage spending and resources too.

“It’s a very easy to use, but fantastically detailed platform,” says Stuart Millard. “‘My Account’ gives us a quick overview of all the important information, like overall spend and the number of users. But from there it’s easy to dig down into the detail whenever we need to.

possible. It’s also great that we can schedule reports, so we can keep tabs on what’s happening with our account any time we want. And if we have any questions, it’s good to know that the O₂ support team’s always just a phone call or email away.”

“The ‘Bill analyser’ gives us insight into monitoring our spend so we can plan budgets and make savings where

My O₂ Business is a centralised, secure, online management tool that allows you to:

Manage all your fixed, mobile and broadband bills

View billing, manage devices, tariffs and connections at a glance

Change users, sims and cost centres in real time

Schedule one-off or regular reports and manage spend

View, download and print bills

Set up watchpoint alerts to highlight unusual activity

View and manage service requests

Monitor usage including voice, text and data

“When we’re looking for advice on new technology, O₂ is the first company we ask.”

Stuart Millard,
IS Service Delivery Manager



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About Housing & Care 21

Housing & Care 21 is a not-for-profit organisation that provides care, housing and support for thousands of older people of modest means, all over England. It operates in over 150 local authority areas, managing around 20,000 retirement and extra care apartments and providing some 40,000 hours of care each week.

The group's strategic plans include developing more properties and using technology to build on the exemplary quality of service they're delivering to residents in their accommodation.

For further information on My O₂ Business
www.o2.co.uk/myo2business

Read more customer stories at:
www.o2.co.uk/enterprise/insights

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