

Phone lost, broken or stolen?

We'd probably all joke it's a #firstworldproblem. But whenever a mobile device is lost, broken or stolen it can cause disruption. Not to mention the distress to the poor individual patting their pocket, searching their bag or staring at their broken screen. Using our mobiles to access emails, speak to customers or join scheduled conference calls, is something we all take for granted today.

And it's not just productivity and collaboration that suffer. For an organisation, it can impact the business. IT and Security teams need to move immediately to check whether any of the data on the lost or stolen device has been compromised.

When you add on the time spent waiting for a replacement to arrive and your IT team being called in to configure the new device, the costs in downtime and resources can mount up. All of this disrupts business as usual.

One answer is to think about device lifecycle management. We're here to help and save you money.

What we do

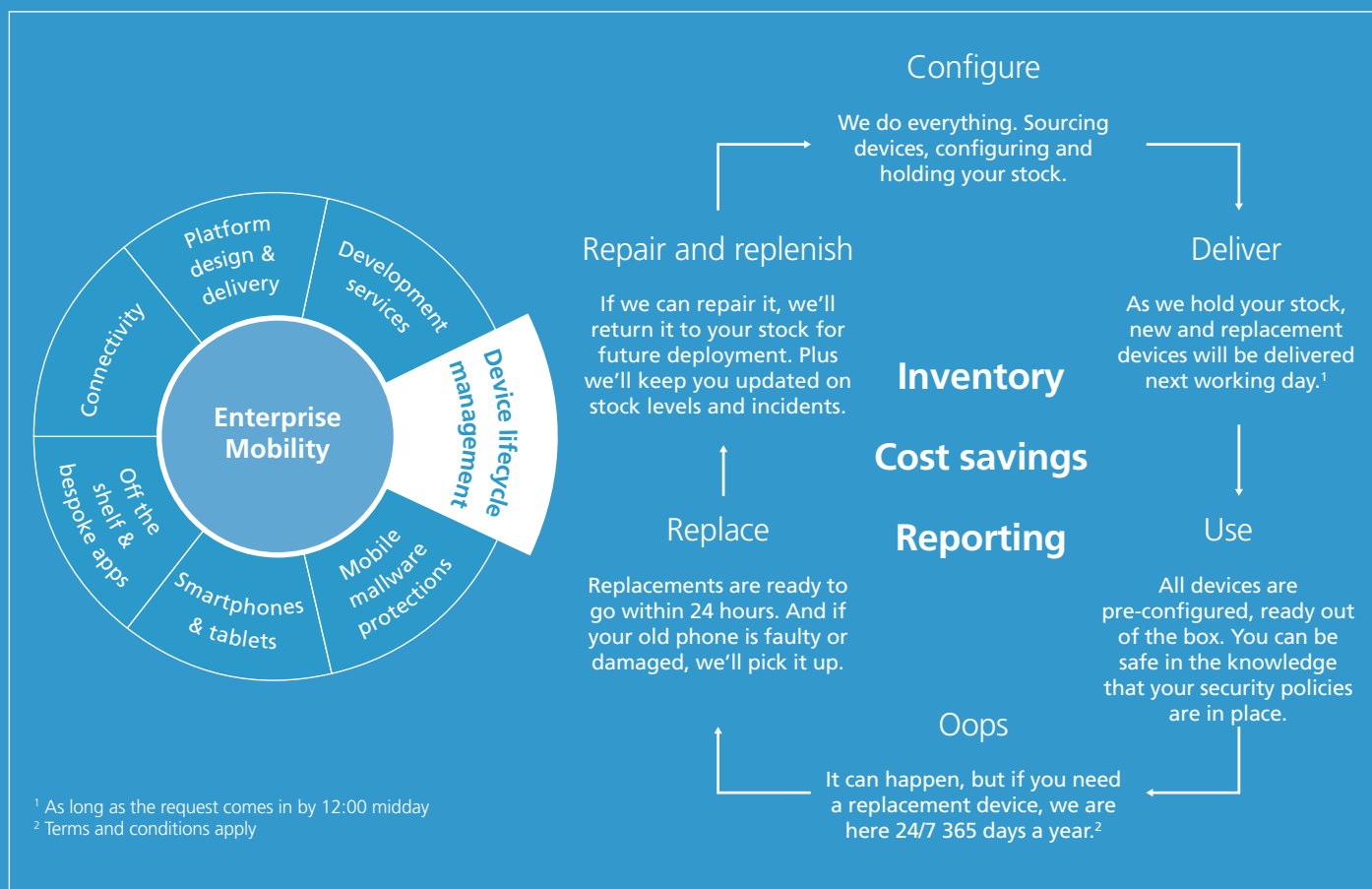
We give you a simple way to look after your mobile devices. Flexible pricing options based on the level of service you need. And as everything is taken care of by us, it frees up your IT teams from managing day-to-day issues.

Your people get the latest devices in their hands – configured and ready to go. And if the unthinkable should happen, we can get a replacement device out within 24 hours.

With device lifecycle management from O2, you could save 25%* each year compared to the costs to manage your devices internally.

*Based on the maximum repair charge of £50 (including parts) per out of warranty service incident or accidental damage incident, versus the replacement cost of an equivalent device at £130 per device RRP. The saving includes the cost of the service and associated labour charges, valid as of June 2018.





Our services at a glance

Replace

We'll send out a new device within 24 hours that's fully configured with all original settings, and collect your old device if faulty.

Reporting

Monthly reporting will track the number of devices supported, all incidents, repair charges and stock levels.

Repair

If you have a broken device, we'll fix it so your investment isn't wasted.

Replenish

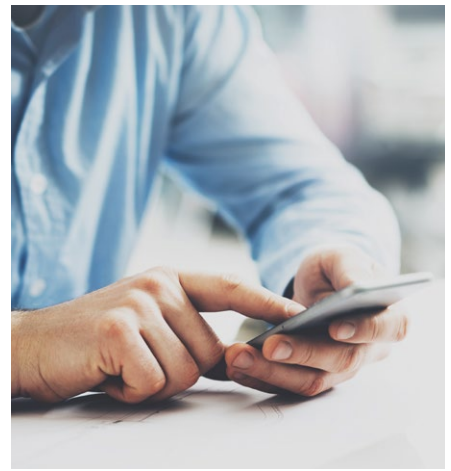
We'll send back your repaired and restored device into your stock for future use.

How good is it?

With O2 you'll cut your capital costs and simplify the purchasing, supply and management of your mobile devices. We take care of everything so your IT teams can free up time previously spent staging, configuring, setting up and sending out devices.

You'll also be able to handle large device estates much more easily – even if they suddenly expand. Crucially, you can be sure that every device provided to your employees meets your organisation's specific security policies.

And if an individual device is lost, broken or stolen, we reduce the impact right across your organisation:



For the company

- Reduces loss of productivity or revenues from user downtime
- Reduces interruption to enterprise mobility



For your people

- No frustration from days without a mobile device
- Confidence that the new device is ready to go out of the box



For IT teams

- No time wasted re-configuring replacement devices
- No overheads for managing the mobile device estate



For Finance

- No need to write-off capital investments in devices
- No extra cost for new devices at full replacement prices

Why O2?



You'll benefit from immediate cost savings using our device lifecycle management service. An end-to-end approach with just one SLA.



We'll replace any device within one working day. And unlike anyone else, with O2 it'll arrive fully configured – no extra set-up required.



Your security protocol and access controls are all included in new and replacement devices. Peace of mind from working with the only provider with the stringent CAS(T) security certification for both mobile and WAN networks.



Supporting you 365 days a year, we'll ensure people have working devices so you see on-going return on investment from mobility.

To learn more about device lifecycle management and Enterprise Mobility from O2, simply contact your client manager, or call us on **01235 433 507**