

Moving your mobiles to O₂
UK organisations save
9,400,000 hours every week
with technology

#hitthenumbers

O₂
business

We're here to make migration easy

Our dedicated teams have years of experience helping enterprise businesses and public sector organisations to switch suppliers and realise the benefits of technology.

We'll hand-hold you through the process, identify and mitigate potential risks and make your transfer seamless and hassle-free.

O₂
business

Instant benefits with O₂

The bottom-line benefits are clear. YouGov shows that mobile technology not only saves cash, it saves time – 9.4 million hours a week*. We help more than 450,000 organisations use technology to work smarter, sell more products and provide a better service. And we can help you too.

Before you transfer, we'll analyse:

- How your smart devices will be used
- Who'll be using them
- The locations your teams operate from
- What your teams need to be successful
- The levels of security required

This means that, at the point of transfer, we get it right first time, ensuring you begin to reap the bottom-line benefits immediately.



A tried and tested approach

Transition management is important. Our experts are on hand to make sure you're fully supported from the moment you decide to make the move to O₂.

Our proven five-step methodology is designed specifically for large enterprises and public sector organisations.

It's designed to ensure your mobile migration project runs smoothly, and it's based on reliable and robust systems that focus on mitigating risk.

We don't dictate how and when to transition. We work with you, and your partners, to understand your organisation. Then we advise on the best roll-out plan for your business. We draw up a unified project implementation plan which details:

- Roles and responsibilities
- The provision of order
- Dependencies and constraints
- Tasks and owners
- Comprehensive timing plan

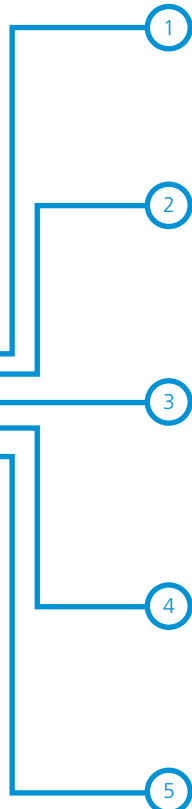
We'll set up regular project review meetings, so you'll be confident that everything is on track. And we'll keep assessing the risk register with you, to ensure you're kept informed of any potential impact to your business.

Experts you can trust

We'll give you the right people for your project, from technical specialists to transition managers. Our teams have significant experience of complex projects, and you can be confident that they're the best in the business too. We invest heavily in our people: training to PRINCE2 and following ITIL best practice as standard.

We have the technical and IT accreditations you're likely to need. And we also work with third parties to tap into their expertise.

O₂ can help you to identify the right project owner from your side too, so we can get the information we need about your products and services. We'll work closely with your project manager, ensuring all your orders are kept on track. And, when it helps, we'll come to your offices to help introduce new devices and deliver the training your employees need.



Identify

We work with you to understand your business and how you work, identifying which areas will be affected by the project



Assess

We assess the level of impact and probability of risks occurring and provide you with advice and guidance on how we've overcome issues on other projects



Develop and implement

We develop an agreed plan that outlines mitigating activities, giving you peace of mind from the start



Monitor

We stay focused, monitoring any new risks or changes to the project



Impact and inform

We keep you informed every step of the way

The support you need

Our job doesn't finish after migration. We provide a clear and continuous path to transformation.

Manage – we continue to support and talk to you about the new ways of working. For example, we might suggest options like rewriting policies covering data access, helping to develop flexible working patterns, or helping you build apps to increase your productivity levels.

Optimise – we help you make the most of your existing technology. For example, we'll help you to mirror your internal cost centres in your My O₂ Business billing accounts so it's easy to understand and correctly allocate costs. Or make the most of O₂ Gateway, which brings together mobile, wifi and data in one simple network.

Transform – when you're ready, we'll help you with the connectivity and infrastructure that will transform your business further, saving costs and improving efficiency.

Project kick-off

Working together to agree the project team, define activities, owners, dependencies and constraints

Mobile estate scoping

Identify phone numbers, specific security access levels, data usage and job roles

Capture data about existing systems

Including information about connections, billing and support structures

Agree delivery timescales

In a roll-out plan driven by your exact requirements and mapped against lead times

Create the risk register

Identify and record all risks, together with mitigation plans

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Plan billing structure

Such as format, hierarchy and the cost centre structure for My O₂ Business

Agree care levels, support and 'new order' processes

For in-life management of services, including SLAs

Create a project plan

To include all elements needed for successful migration, agreeing and recording milestones and keeping stakeholders on board throughout

Hold regular meetings

Measure progress, face-to-face or by conference call

Close project

Review success and hand over to O₂ Customer Service

The O₂ experience

Companies and public sector organisations move to O₂ every week, ensuring their mobile technology delivers bottom-line benefits from the word go. [Click here](#) to read how we do it.

But it's not just about what happens when you join, it's about how we look after you once you're on board. Your team at O₂ will be right next to you as your organisation evolves, understanding and responding to your challenges and goals. That's why, in 2014, Ofcom** ranked us number 1 Network for Customer Service Satisfaction for the sixth year running. Call our UK contact centre and you can be sure to get straight through to the right person, and get the response you need. They're part of a bigger team, working to a common goal – to give you the best possible experience.

Our network

Security matters. O₂ were the first network operator to achieve CAS(T) certification, making us the most secure commercial mobile network operator. On top of that, we won uSwitch's Best Network Coverage award in 2014. You can always see how our network is performing through our Live Status Checker at status.o2.co.uk.

Our network is monitored 24/7, and has the ability to remotely self-optimize in real time, so customers consistently get the best experience possible. This continual analysis helps us to understand the reasons behind a dropped call or failed data session and use those insights to fine-tune our service.

We never stop improving. That's why we developed a single network for fixed, mobile and wifi called O₂ Gateway. It gives you immediate access to our solutions when you need them and one simple monthly bill. And why, over the past few years, we embarked on a £3bn network modernisation programme across the UK – completely upgrading our 2G and 3G networks and rolling out a brand new 4G network.

We've already got the widest 2G coverage across the country, and have committed to Ofcom that by the end of 2017, we'll provide indoor 4G coverage to 98% of the UK population. That will give us the largest data network in the UK.

We're the first network operator to have CAS(T) certification

Find out more

If you want to know more about migrating your mobile estate to O₂, contact your Account Manager, or call us on **01235 433 507** or visit o2.co.uk/enterprise

* YouGov 2015

** Ofcom, Dec 2014

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