

O₂
business

Four ways to transform your workplace productivity



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The road to productivity is made up of small, incremental steps

It's the question every business asks itself: how do we go about improving what we do?

And the answer's actually quite simple – by breaking it all down, and making incremental gains. Add up lots of little improvements, and you get big steps forward. And they equal productivity gains.

Right now, remote working's the norm. We're all conference calling, and staff are using their own devices for work. So we've got the proof that the office can exist anywhere we want it to.

As a Digital Advisor, I've helped lots of businesses through this process. Which means I can tell you first-hand about the value of those small steps, and what they can do for your business. All without a "rip and replace" approach, or complicated re-organisation.

I can talk to you about results too. Results like a productivity gain of 2.8 hours a week for every employee¹.

Jennifer Greig
Digital Advisor



¹<https://connect.o2.co.uk/businesswithoutboundaries>

Discover how marginal gains can drive productivity in your organisation.

Tip 1 Get the right equipment to work remotely



To work from home properly, you need the right tools for the job. Think document sharing across all devices, and synced mobiles and laptops. Then you've got peace of mind the team's got the right tools, wherever they are.

Europe's largest golf retailer gets the job done, faster than ever

American Golf was struggling with a disconnect between IT systems spread all over Europe. Keeping staff on the same page across multiple systems was tough, and communication had become a problem. Plus licensing costs for existing software packages – designed to keep the team connected – were high.

So, Head of IT, Phil Barker, chose the cost-effective Office 365 from O₂ Business. Office 365 combines productivity apps like Word, Excel and PowerPoint with Outlook email.

Now employees have the seamless communication tools they need, as well as the power to instantly edit and amend orders and supplier documents, and do it across multiple devices wherever they are.

Teamwork and collaboration has never been better.

In an IT team of three, one support person has been freed to do other tasks. And now Phil only has to budget for a single provider, keeping costs and paperwork to a minimum.

**The cost savings are excellent.
Who doesn't love to see
YOY spend decrease?**

Phil Barker, Head of IT, American Golf

Tip 2

Working wherever you need to be

Now we know your people can get everything done from home. They don't need to head back into the office every time they need approval from a manager, submit a report or grab a file from the server.



High speed internet, cloud computing and mobile devices make it much easier for your workforce.

People. Not paperwork.

A housing association, Halton Housing Trust partnered up with us. We gave each customer 1GB of data and £5 a month towards a device.

Why? Two reasons; because many Halton Housing Trust customers didn't have access to the internet, and the sheer volume of incoming calls had become costly and difficult to manage.

It's been a huge success. This **Open Digital** partnership now provides customers with online, 24/7 access to a range of services, such as paying rent, arranging repairs or managing a move. And tenants who had no internet access previously, found they can use their new devices to apply for jobs, access health information through NHS Choices,

and do their weekly shopping online – in fact, the Trust has seen a 30% increase in customers accessing digital services.

It's good news for Halton Housing too. The Trust has seen a 35% cut in incoming calls, reduced admin time and now has access to accurate transaction information, which has improved financial controls.

O₂ were the only provider who took the time to understand what we wanted to do, and adapt in the way we want to adapt.

Nick Atkin, Chief Executive,
Halton Housing

Tip 3

Access the office from anywhere, anytime



Traditional 9-5 working is in the past. For starters, most of us have swapped face-to-face meetings with video calls, minus all the hassle of travel, and the cost. The technology's in place to do it digitally.

That's the beauty of the digital workplace. People can connect, share ideas, gather feedback and work with colleagues or customers from anywhere. Just make sure everything's in place to free the team to get on with the job.

The office. Not where it once was.

Clothing retailer Boden has been our client for more than a decade. We provide them with mobile and fixed line infrastructure as well as email and other services.

"Our O₂ Solutions Manager took a close look at our requirements", says Lalit Mandalia, Head of Technical Services. "When he recommended Microsoft Office for collaboration, I initially had some concerns. We already had some Microsoft products, and it seemed like it would be a hassle to upgrade. But I have to admit, he was right. He talked us through all the benefits and the implications, as well as the process for implementation, so we always knew exactly what was going to happen and when."

Now Boden gets the benefit of first-class communication features like OneDrive storage and Skype for Business so

their people can text, call or video each other. And it doesn't matter where they do it from.

"With a single provider and a single point of contact, it's very easy and cost-effective to manage."

We needed to be sure that all our staff could work just as well from home as they do in the office. And with Office 365 from O₂, they can.

Lalit Mandalia, Head of Technical Services, Boden

Tip 4

Get the modern workplace

Keep up-to-date with technology by using cloud applications. They save time. And money.



Our Digital Specialists can help you to explore the latest tech and find ways to improve the lifeblood of your business; better serving your customers, and helping your people deliver more.

Craft showcase runs on business apps

Swaffham Gift Emporium is a small gift shop in Norfolk, and provides space for more than 100 craftspeople to sell their goods. As the only full-time member of staff, Steve Pugh manages over 62 local crafters and has to make sure he finds the time to do everything the business needs, including paying invoices and ordering stock.

Steve opted for Microsoft Office 365 from O₂ Business, packed with familiar apps like Word, Excel, PowerPoint and Outlook. It manages everything from emails and finance, to artwork and signs.

Now Steve has access to document sharing across all his devices, can work whenever he wants, has confidence all day-to-day activity is up to date, and his business admin is much easier and quicker.

Steve said, "there are so many useful things in Office 365 that weren't in the previous versions that make it so much easier. It's all in the cloud and it's all ready to use."

Office 365 is saving us a lot of money. The system is really easy to set up, I set it up on my own, and it's saving us a fortune.

Steve Pugh, owner of Swaffham Gift Emporium

Conclusion

Giving employees smarter tools that allow them to do their jobs better than before makes good sense.

Simplify the everyday, save valuable time.

Find out how we can help your business at <https://connect.o2.co.uk/letstalk> today.



66% of people want to use personal tech and apps for work because they're familiar and easy to use¹



Additional revenue for small businesses nationally could hit an average of £34,594 – a 19.7% increase²



The overall weekly time savings per employee amounts to 2.8 hours per employee per week³

The sectors which stand to benefit the most include⁴:



Wholesale and retail
£4.98 billion



Manufacturing
£4.88 billion



IT and communication services
£3.91 billion



Professional services
£3.71 billion

¹https://ovum.informa.com/analysts-and-events/event-listing-page/sitecore/shell/~/_media/F3304E2072A243F78205A496E20EF3AD.pdf
^{2,3,4}<https://connect.o2.co.uk/businesswithoutboundaries>