

O<sub>2</sub> help staff of a global engineering consultancy to work more effectively wherever they are



**The international business switches devices and uses apps to increase productivity and keep costs down.**

**BUROHAPPOLD  
ENGINEERING**

## About BuroHappold Engineering

BuroHappold Engineering is an independent, international practice built up over forty years. It has worked with just under 90% of the world's leading architectural practices and collaborated with global organisations such as the United Nations, The World Bank and UNESCO.

BuroHappold has 27 offices in seven countries and 1,500 employees worldwide.

## The Challenge

BuroHappold has employees working all over the world who need access to more than just email – they need to look at project plans, images and much more, whether they are in their own office, a client's office or on site.

“Three years ago it was enough just to be able to access emails when travelling for work but now we need to be able to do much more without worrying about data roaming bills,” says Jason Kane, Global Head of IT at BuroHappold. “The advantage of our old service was that it gave us a fixed cost for data roaming but we wanted to access apps, or work on presentations, or view reports, so we were looking for a way to manage our costs yet still access everything we needed.”

Secondly, many people were carrying two devices with them, one personal and one for work. Many had better IT equipment at home than at work. “We wanted to bridge that gap so that they had phones which were corporate-owned but personally enabled and which they could use for business and leisure.”

“Most importantly we wanted devices that would help people work faster and more efficiently, accessing apps wherever they might be working that day. We no longer work in an environment where everyone has a desktop PC. We're becoming increasingly app-centred. We see them as a vital tool in managing our business.”

## Products and services

- Apple iPhone
- Fiberlink
- O<sub>2</sub> Roaming

## The Solution

BuroHappold had been an O<sub>2</sub> customer for over ten years but decided to test the market for its switch to iPhones and went out to tender. They chose O<sub>2</sub> again because of O<sub>2</sub>'s flexibility, expertise and, says Jason Kane, "the ability to help us manage our costs, which we felt other operators could not do."

O<sub>2</sub> and BuroHappold rolled out 400 iPhones to staff across the business. O<sub>2</sub> Gurus were on hand to provide training and guidance and ensure the switch went smoothly.

## Lower costs

In parallel BuroHappold is rolling out Wi-Fi globally to all its offices to minimise data roaming costs. Jason says, "It's still early days but we're finding costs to be lower than before and O<sub>2</sub> data coverage is far superior."

## Device management

BuroHappold is using Fiberlink to manage all its devices. Jason says "It's relatively seamless to subscribe a device. We use it mainly for sharing apps that people will find useful, such as O<sub>2</sub> Priority Moments or the O<sub>2</sub> Wi-Fi app, as well as our own apps that are not in a public app store. It's doing what it needs to do with no infrastructure-related costs. The feedback is really positive."

## Faster auditing

"Some departments have found apps that help them work more efficiently, for example we audit one client's warehouses for fire compliance. We used to go in and take photos, write up notes, go back to the office and write a report. Now we can complete the whole thing by the time we leave the warehouse using an app freely available from the app store."

## Showcasing experience

"From a marketing perspective we have developed a couple of apps. One shows all the markets and sectors we work in and showcases certain projects, so for example I could show you what we've done for this client in Sheffield, or our experience in lighting. The app will show high-res photos, an overview of the project and names integrated into my address book so I can email or phone straight away."

## Increased efficiency

"We work globally. When we travel we have our whole itinerary on our phone, hotel reservations, flights, everything. If I'm working late at night in my hotel room I can approve timesheets or purchase orders on my phone without having to boot up my laptop. I just hit 'approve' and it's done. It's increased our efficiency significantly."

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**Jason Kane, Global Head of IT, BuroHappold**

We'd love to hear from you. To find out more about how O<sub>2</sub> can help your organisation, just contact your Account Manager or call us on 01235 433 507.

You can also visit [o2.co.uk/enterprise](http://o2.co.uk/enterprise)