

When something's
business critical, immediate
action is the only option.

Together with O₂, alarm transmission service provider
WebWayOne provides a swift and safe response.



WebWay

A business-critical role

WebWayOne makes it possible for security companies to deliver their business-critical services. When an alarm goes off at a retailer's, an office, bank or a high-end domestic property, WebWayOne makes sure that the data is transmitted quickly and securely from the alarm to the relevant people, such as a monitoring station.

WebWayOne also keeps a close eye on clients' sites in order to quickly and proactively detect, diagnose and manage suspicious activity. The service goes further still: WebWayOne can notice vulnerabilities before others even become aware of them – i.e. when a signal is down, a line has a fault, or radio signals are jammed.

“Our work involves protecting assets and saving lives. Secure, reliable communication from O₂ is critical.”

Chris Carter Brennan,
Managing Director,
WebWayOne

WebWayOne's ability to identify and resolve any problems their clients are experiencing stems from their long-term partnership with O₂. O₂ allows them to get details from their real-time online system, and analyse these to find out what is happening.

WebWayOne could not achieve such extraordinarily high levels of customer service without two key elements from O₂. First is their rapid, reliable and relevant communication. The company handles information that absolutely must get through: intruder alarms, user codes, panic alarms, detailed information about dangerous situations and zones etc... Second is security. WebWayOne's clients must trust that all their critical data is protected.

“O₂ provides us with a direct relationship and all the credibility and support that goes with that.”

Chris Carter Brennan,
Managing Director,
WebWayOne





“O₂ shares our entrepreneurial attitude. With O₂, we can work the way we want, we can sell and service the systems in ways different to our competition.”

Chris Carter Brennan,
Managing Director,
WebWayOne

O₂ customer story

A secure, reliable network

WebWayOne wanted to provide its clients with everything they needed from a security system: including installation, maintenance and monitoring. After investigating the market, it was clear that O₂ was the right choice of service provider, willing to work with WebWayOne directly as a full partner.

“We looked for partners who understood that we were on a different trajectory into digital communications,” said WebWayOne’s Chris Carter Brennan. “O₂ was the only company who saw itself as a full partner, building a service alongside us. We articulated our needs, and developed technical and commercial solutions together.”

WebWayOne now uses O₂ to provide a secure, reliable network for all of its business-critical services. The O₂ network delivers its data in near real-time and with high reliability. WebWayOne now can, for example, verify events instantly by sending images to its clients over broadband or 3G. But the relationship also allows WebWayOne to go further than that. By working closely with O₂, WebWayOne is able to explore the potential of a range of other options and innovative solutions.

As a result of working with O₂, WebWayOne now has a scalable, reliable and robust solution that it can deploy in the UK and across Europe.

“O₂ and its services are a critical element of our solutions. For the core of our business, it would be very difficult to trust anyone else.”

Emma Ashfield,
Global Account Director

With O₂ heavily embedded in its architecture and the way it does things, WebWayOne is able to operate within O₂’s Internet of Things (IoT); collaborating with technology partners who need to connect their devices to a secure network, and constantly looking at new applications to help them gather more informed data. “O₂ is so central to the way we work that we now actively build our offer around what O₂ can provide,” says Chris. “The systems that we get from O₂ and from our own solutions mean that we can provide a better service, better support and better security for our clients.”

“ We’ve worked with O₂ in an entrepreneurial way for many years to develop new and innovative solutions for our different client architectures. ”

Chris Carter Brennan,
Managing Director,
WebWayOne

O₂ customer story

WebWay

About WebWayOne

WebWayOne Ltd provides world leading commercial and domestic alarm signalling and remote monitoring of alarm systems.

Located in Newbury, and established in 1995, it has over 15 years’ experience in the security trade, and now employs 34 staff. As well as the UK, WebWayOne also operates in nine countries throughout Europe: Norway, Sweden, Denmark, Finland, Belgium, Netherlands, Spain, Republic of Ireland and Greece, and is now establishing partnerships across the world and has implemented its solution in Australia.

It has won flagship projects such as Tesco, Barclays Bank, Argos, Co-Operative Group and many other retailers and banks in the UK and Europe. WebWayOne is tested and compliant to the many standards which govern the operation of a managed transmission system.

It’s an ISO 9001 company, a member of BSIA and represents the UK security signalling market in CENELEC. All products have been independently tested to all UK and European standards for insurance compliance and police response.

O₂ solutions for WebWayOne

- Micro SIM (existing and legacy products)
- MIM (new products)
- Non-steered roaming
- Private APN with dual VPNs
- Internet APN
- Cisco Jasper
- Technical services

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