



O<sub>2</sub>  
business

Say goodbye to uncertainty  
Say hello to O<sub>2</sub>

Get moving on mobile migration

*Telefonica*



# Mobile means everything

These days, it's hard to imagine an effective business without mobile technology. The traditional 9 to 5 is rare and our customers expect to be able to engage with a business wherever and whenever suits them. People demand the same flexibility in all areas of their lives, and mobile connectivity that enables them to work from anywhere, at any time and on any device has a big part to play.

Mobile is fundamental to keeping organisations connected, whether large or small, private or public. It also helps to build customer loyalty and increase business productivity by finding smarter ways to work.

That's why working with the right mobile partner can be so valuable.

And when you realise your current provider isn't giving you what need, it's time to switch.

But how do you overcome the uncertainty of moving and connect with confidence?



# One thing you can be certain about. You're not the first company to switch.

Trouble is, like any change, switching mobile provider can seem like a big deal involving tons of upheaval, lots of risk, and loads of interruption to day-to-day business.

In other words, just the kind of uncertainty you could do without!

But it needn't be like that – and we do our best to make sure that moving to O2 is a painless experience.

Of course you're not the only organisation that's had to make a decision about mobile migration. The first step is committing to the move.

The next? Finding a mobile partner that can make it happen. Successfully. And that's us.

We've helped thousands of customers switch to O2 and it's given us a pretty good idea of what to think about when you're looking for a new provider and need a smooth migration.





# In our experience, it boils down to six key considerations:

## 1 Devices

The phones, tablets, sims and apps you choose aren't just tools for running your business. They're a way to empower your people to work flexibly, remotely and securely. Make sure you give your people the right tools for the job.

## 2 People

Devices are important. But it's the people using them that really matter to us and we want to go above and beyond providing them with the best tech. We include some great extras like employee discounts on their personal O2 contracts, access to Priority<sup>1</sup>, in-store O2 Gurus, exclusive discounts, and free O2 Wifi<sup>2</sup>.

<sup>1</sup> Priority: Active O2 customers only. 16+. Internet access & registration required. Offers subject to eligibility criteria and availability. Terms apply, see the Priority App or [o2.co.uk/terms](https://o2.co.uk/terms).

<sup>2</sup> O2 Wifi: Subject to availability. Fair use policy and terms apply, see [o2wifi.co.uk](https://o2wifi.co.uk)

<sup>3</sup> [www.o2.co.uk/sites/default/files/2019-03/O2\\_Business\\_O2-CAS%28T%29-product-sheet.pdf](https://www.o2.co.uk/sites/default/files/2019-03/O2_Business_O2-CAS%28T%29-product-sheet.pdf)  
<https://www.o2.co.uk/business/why-o2/our-mobile-network-for-business>

## 3 Security

These days, people connect and work from anywhere. It makes them more productive, more efficient and helps maintain that all important work-life balance. But keeping so many endpoints secure can be a nightmare. At O2, we help keep things safe - your people, your customers, your data. No matter where they are. We can route calls over a secure network and help protect internet and cloud connections from malicious attacks – enabling smarter communication, collaboration, and productivity. And we're the first UK mobile network with CAS(T) certification<sup>3</sup>.

## 4 How

We'll hold your hand through the process of switching suppliers and realising the benefits of technology. Our dedicated Digital Advisors have years of experience in identifying and mitigating potential risks – making transfers seamless and hassle-free. B&M Waste Services recently moved to O2. Their migration journey only took a week and their operations carried on uninterrupted. That's how it should be.

## 5 Who

Choosing the right partner for your migration is one thing. Making sure you're working with the right individuals within that partnership is another. For all the buzz about tech innovation, it's still people that drive your success. That's why we have dedicated Digital Advisors to work with you and your people to understand what you want, and what makes you tick.

## 6 Where

Where do you want mobility to take you? Towards a more flexible technology infrastructure for your growing business? Smarter ways to deliver your services? Creating a digital enterprise? We ask you where you want to be and we repeat it back to you. Twice. And only then do we advise you on the right solutions – creating a bespoke proposal that goes beyond mobile to open up new possibilities.



# How B&M Waste Services said 'goodbye' to uncertainty

B&M Waste Services chose to work with us to update mobile communications with their fleet of more than 60 waste collection vehicles. The goal: real-time information about where the vehicles were, feeding drivers and customers with updates on the latest status. It's proven to be a great solution for more efficiency and better customer service too. Drivers no longer need to fill in route sheets or bits of paper. The information input onto tablets is processed in real-time and processed straight back to the depot, allowing the customer to have accurate service updates instantly.

Just as importantly, we made sure the whole migration took place in only one week – with zero disruption to day-to-day operations.



“From the very first phone call, you got an impression that O2 was interested in the business and wanting to learn how they could help us.”

**Andrew Waland, IT Manager, B&M Waste Services**



# Making migration happen

Switching to us couldn't be simpler. The reason? Planning and preparation.

We start working with you long before the switching actually happens, identifying where you want to get to and what you need to get there. Implementation itself is then just a series of six well-practised steps:

1

You'll need to contact your current provider and request a Porting Authorisation Code (PAC). This is a numerical code that you must then give to your new provider. A PAC must be provided to you immediately over the phone or within two hours by text. Once you have a PAC, it is valid for 30 days.

**OFCOM**

2

Please unlock any of your existing handsets via your current provider as this process can take up to 5 working days. If you're taking new devices with us, then you don't have to arrange unlocks.

3

Porting numbers is a seamless process to maintain the continuation of your mobile service. We process thousands of ports every day and we fully understand the importance of maintaining connectivity for business customers, meaning that downtime is minimal during the switch.

4

Once the welcome call has been completed by our implementation team, your hardware and sims will be despatched next day and when you have received them you can book a port date.

5

You will be given a user list to help you with our sim allocation.

6

On the morning of your chosen port date, your current mobile phone numbers will transfer to the sims provided. Once this is completed, your O2 service with your current supplier is disconnected.



# Why choose us?

More than half a million companies choose O2 for their mobile.

That's good news for us. But even better news for you.

Why? Because it means that people just like you are finding that we offer a better route to mobile migration.

And there are some very good reasons why:

## Our network

Our network is the foundation of why you should think about coming to us for mobile migration. We deliver:



**Better coverage:** We were voted the UK's Best Network for Coverage in 2018 and 2019<sup>1</sup>



**More reliability:** GWS rated us the UK's most reliable network in 2018



**Top Performance:** We delivered the best network performance in 2019<sup>2</sup>



**Faster download:** Download speeds with our new 2.3Ghz spectrum are 80% faster than our 4G average<sup>3</sup>



**Security:** We're the first UK mobile network<sup>4</sup> to have CAS(T) certification which means our network has been measured against strict security criteria by Her Majesty's Government

## Our Digital Advisors

There's nobody quite like them. They know our products and solutions inside and out. And they practically become part of your team when you're making a move. They're a unique part of the way we remove uncertainty from the mobile migration process.

## Our mobile device management

We get that mobile migration is about more than connectivity. So we offer a suite of digital workplaces and managed services that help you work smartly and safely. These Mobile Device Management (MDM) solutions provide the tools you need to manage your mobile fleet, control access and usage, and keep your team's devices secure when they're on the move.

## The O2 mobile network

It's the biggest network in the UK supporting other mobile providers including giffgaff, Tesco Mobile, Sky Mobile and Lycamobile. We connect 120 million calls and 150 million text messages.

**Every. Single. Day.**



# Get moving. Give us a call.

Thinking about mobile migration?

Our Digital Advisors would love the opportunity to show you how mobile has evolved and where it can take your business.

Speak to one today.

Call us on **0800 298 8848**  
or visit **[connect.o2.co.uk/business-sales-enquiry](https://connect.o2.co.uk/business-sales-enquiry)**

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