



Wherever they are working, O2 enables Cambridge City Council to keep in touch with its staff



Benefits

Significant cost savings

Better communications

Better staff security

Easier administration of accounts

"O2 provided the most complete service across all the locations we tested. It was the only one that worked everywhere."

Tony Allen,
Cambridge City Council

Cambridge City Council serves a population of 122,800 in the City of Cambridge which is a hub of high-technology research & development and manufacturing. The city also includes a leading teaching hospital, local government offices and central government departments and is a major seat of learning.

Cambridge City Council had chosen its previous mobile provider through competitive tender two years ago, but complaints from staff began to mount as people found they were unable to use their phones when they needed them. Tony Allen says "It's critical that people can make and receive calls wherever they are. The housing repairs people in particular said it was affecting their work on a daily basis. And it becomes a health and safety issue with lone workers."

He decided to conduct a technical evaluation to identify which mobile network had the best coverage to suit the council's needs. He took phones from three mobile networks and tested them in every location where Cambridge City Council needs to work: all over Cambridge and housing schemes across South Cambridgeshire. He found that "O2 provided the most complete service across all the locations we tested. It was the only one that worked everywhere."

Decision made, Tony Allen found that "The porting to O2 was professionally handled. O2 had someone on hand to unlock old handsets, as well as transferring contacts and talking users through the process for those receiving new ones".

Cambridge City Council has made considerable savings by moving to O2. Tony Allen says "Costs dropped by a third when we moved networks the first time two years ago, and by another third when we moved to O2. We've been able to take advantage of keen pricing under the framework contract yet the service is better. That amount of savings is really significant. It means we can provide more services to the community, which is what we're here for."

"Since we've moved to O2 I don't get complaints, life has become a lot quieter on the mobile phone front. People are even sorting out their own bills using O2 billing manager, which is better for everyone."

O₂

business