

**Customer:**

ISS UK

**Industry:**

Facilities management

**The Story:**

ISS looks after the facilities for hundreds of organisations across the UK, providing an enormous variety of services daily. To deliver the highest level of customer service, ISS needs its people to be able to respond quickly. ISS is working with O<sub>2</sub> to make sure the right technology supports their people wherever they are working. Will Cohen says "O<sub>2</sub> is enabling us to help our people to do their jobs well. Because we are a service industry everything we do is about people. We've taken up services from O<sub>2</sub> that move us towards our stated aim of being the world's greatest service organisation."

in a nutshell

Dip



ISS UK

Making Britain's businesses run smoothly

*Telefónica*

O<sub>2</sub>

## About ISS:

ISS entered the UK market in 1968 and has grown to become one of the world's largest facility services providers. With a team of just under 50,000 employees in the UK and over 530,000 in 77 countries, the company provides a full range of services: office and hospital cleaning, catering and landscaping, security, M&E, damage recovery, food & hospitality, hotel & leisure and a fully integrated facility management service to some of the UK's best-known companies.



in depth  
**Dive**



## The Challenge:

We can take care of almost anything ...

... But with a big promise like that comes a big challenge – to respond quickly and accurately to our clients' changing needs.

"Our intention is to manage the everyday running of an organisation's premises so that our clients are free to focus on their own business. We can take care of almost anything they need," says Will Cohen, Group IT Director, ISS UK. "But with a big promise like that comes a big challenge – to respond quickly and accurately to our clients' changing needs."

"Our customers can choose either a single service or take advantage of an integrated suite solution which brings additional savings and efficiencies. Either way that means our people on site have to be really well briefed, all the time. Their roles are very visible, often very regulated and constantly changing. Reliable communications are vital to our service."

"Our workforce is active in hospitals, schools, RAF bases, blue-chip corporate offices and locations across the UK. Although our service offering is reasonably consistent, it's delivered in very different ways, ranging from office-based employees who are comfortable with any tech to frontline staff such as cleaners, cooks or security guards. Communications have to work right through the employee base whatever their level of competency with technology. Everything we do is about people. We need a reliable flexible platform for effective communications with them."

in depth



## The Solution:

"O<sub>2</sub> is enabling us to help our people to do their jobs well. On top of the reliable service, O<sub>2</sub> demonstrates a commitment to understanding our business and working with us on our challenges as we move towards our stated aim of being the best service organisation in the world."

Will Cohen,  
Group IT Director, ISS UK

ISS has been an O<sub>2</sub> customer since 2010, at first just for mobile phones. Now, O<sub>2</sub> has become a trusted partner, providing ISS with fixed voice services, vehicle fleet management, MDM services, Managed WAN and now workforce automation and app services, as well as over 7,000 mobile devices.

Will Cohen says "We've stayed with O<sub>2</sub> principally because of the strength of relationship and O<sub>2</sub>'s track record of innovating at the right time. The account team understands our business and our needs. During our regular account review sessions they will have a segment that looks at innovation and new ideas so collectively we identify new opportunities for our business. That's how we work – in partnership."

"For example, O<sub>2</sub> put forward an MDM solution for around 5,000 devices. This allows us to have better control over the full estate of devices. We can deliver updates efficiently without having to arrange to go and see someone to make changes.

We have better control and better security and it's made the user experience significantly better."

"O<sub>2</sub> is a key partner to help us develop the way we work. Another example would be the technology that O<sub>2</sub> has given us for our engineering fleet service, using O<sub>2</sub>'s workforce automation platform. It's absolutely at the centre of our ability to deliver what the customer wants. Our engineers love it. It gave us the ability to upgrade all their handsets and provides email access, app access and the tools they need such as job scheduling, optimising routes and stock control."


in depth





# ISS UK

Making Britain's businesses run smoothly



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 0800 955 5590. You can also visit [o2.co.uk/enterprise](http://o2.co.uk/enterprise)

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