Let's talk voice

Time for smarter ways of working

It's no surprise many organisations find themselves with complex legacy voice infrastructure. Over time, technology and services are added to each other to support evolving organisational needs.

Trouble is, change is a constant and complexity can spiral. As things get more complex, the end user finds it difficult to understand and adopt new technology. If the underlying infrastructure doesn't deliver a good end-user experience, gaining value from further investment is harder.

As the funding gap continues to widen, individuals, local communities and central government all expect service levels to be maintained, or enhanced. In the public sector, there are pressing demands to deliver 'digital by default' for service users, together with more flexible ways of working for employees.

Our goal is to simplify voice. Reduce cost. And to make it easier for your teams to communicate, collaborate, and achieve what's asked of them.

For us it's about creating a joined-up solution that is simple, easy to use, and frees up funds for citizen services; meeting your operational needs, and providing the tools to support and develop your remote workers and teams.

We believe there's value in your voice infrastructure. We can help you to improve the efficiency of your organisation through our voice and unified communications services. Helping you gain from using one supplier end-to-end.

Five reasons to review your voice infrastructure

① Reason One: The transformational challenge

Voice transformation can seem daunting. You first need a supplier to understand your existing estate and organisational needs. Quickly followed by solutions to increase simplicity, and reduce complexity and future operational costs.

② Reason Two: Gain more control

Future-proofing your voice infrastructure will ensure it keeps pace with your operational needs. Updating lets you take full advantage of the wide range of new voice services. With the aim to reduce duplication and maintenance needs of on-premise equipment and the continuing pressures of shadow IT.

③ Reason Three: Drive efficiencies and do more with less

With increased funding and transparency pressures, reshaping service delivery and finding innovative ways to work with fewer resources is an ongoing challenge. But, just as an example, replacing your ISDN infrastructure with a more resilient, scalable and cost-effective solution using SIP Trunking is a simple way to manage the peak demands of inbound and outbound voice calls.

④ Reason Four: Collaboration made easy

Ensure your people can work with ease, flexibly, securely and without interruption – wherever they're based, creating a solution that ensures end-user adoption to optimise efficiency gains. Creating a voice platform that makes it easy to talk to each other and to be able to see who's available with tools such as Mitel's® MiCollab and Skype® for Business. So you can share content and materials in real time, and make remote workers empowered and more effective.

⑤ Reason Five: One supplier and one SLA

Take away the hassle of constantly managing multiple suppliers and service levels. Engage with market-leading expertise and managed services you can rely on: with one contract, one supplier and on one integrated network. Delivering reliable services, securely and with an end-to-end SLA.

Organisations must act now following BT Openreach announcement of the withdrawal of ISDN services by 2025. Future-proofing your voice infrastructure is about planning now.

Source: Computer Weekly.

90% of organisations are tackling complex issues with demand collaboration.

Source: Market Guide 2018.

Let us demonstrate how

Do you have a supplier that can provide your end-to-end voice platform needs?
How can you be sure that today's decisions will support tomorrow's needs?

With O_2 you can. We know it's not possible to rip and replace your old legacy infrastructure. Our approach is to manage your existing estate. Identify opportunities to reduce costs and optimise what's there. And then, when you're ready or face a new challenge, help transform the way you can work.

Our approach

We have a defined process to understand you, your service users, current environment, required outcomes, and compliance needs.

Insight
We can provide you with a report offering a clear view of your voice, mobile and wifi architecture, including any risks and recommendations for improvements.

Manage
We focus on bringing your existing communications over to O_2 so we can de-risk your estate and find savings.

Optimise
We work to deliver quick, cost-efficient wins and service delivery improvements that can be implemented straight away.
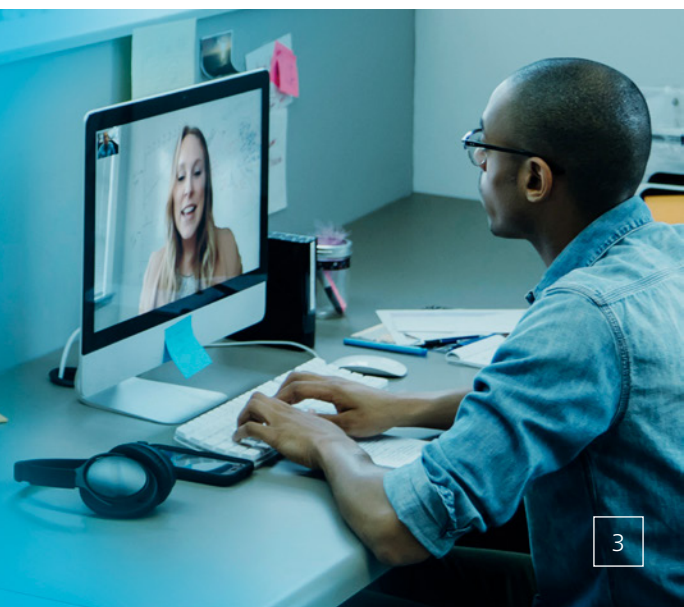
Transform
We give you a roadmap for innovation that involves bringing together your entire communications infrastructure and adding new services to benefit your organisation.

As with any solution, it is important that it works with your connectivity platform. There are a number of connectivity options available from O_2. One option is to connect your voice and unified communications to O_2 Gateway, giving you the benefit of one joined-up ecosystem that brings together mobile, WAN and wifi, and is designed to work seamlessly with one end-to-end SLA.

Watch the O_2 Gateway video here.

Make the shift to smarter working

With voice solutions from O₂, you can start adding the services you know will improve productivity and compliance.

Just Call Me delivers simple, low-cost mobile conferencing. While Mobile Recording logs calls for complete transparency, auditing and meeting regulatory obligations.

In addition, collaboration tools such as Hosted MiCloud will allow your people to work from anywhere and Skype® for Business provides secure flexible working.

Just Call Me

Hassle-free conference calls on the move.

Just use your mobile number for conference calls. No need for dial-in numbers or pin codes. O₂ Just Call Me takes the hassle out of setting up conference calls.

- Download the app. Set the date and time. Invite people. All they have to do is dial your mobile number to join.

- It's easy to set up. Arrange as many conference calls as you need with calendar integration.

- All covered by a monthly fee of £5, with calls coming out of a bundled minutes allowance.

- Just Call Me features 'All-Hands' functionality enabling larger teams to join 'Town Hall' style conferencing.

> **"**
>
> When you find a product that makes your working life easier, you just want to use it. That's been the case with O₂ Just Call Me – we certainly wouldn't want to go back to the way we used to do conference calls.
>
> **"**

Julie Payet, IT and Telco Administrator, HC-One

Read more here.

Mobile Recording from O$_2$

Seamless. Flexible. Secure.

Next-generation mobile voice recording solution that captures calls and text messages made and received on any mobile device regardless of operating system.

- Gives you greater control and transparency of your customer interactions, without compromising the user experience.

- It's secure and flexible. You can choose a hosted, on-premise or hybrid solution, and customise it to meet your needs.

- Ensures you meet any regulatory requirements. It also helps you keep track of conversations between your staff and customers, ensuring that best practice is always followed.

- Creates an instant, accurate audit trail of all communications. It syncs calls and texts seamlessly and stores them securely to the cloud.

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We make an awful lot of telephone calls, and we love that simplicity of being able to easily find the recordings that we need, which offers huge peace of mind.

"

David Bunce, InnovateHMG

Read more here.

Next steps

We see different drivers for change but the desired results centre on:

- Creating a unified communication solution that reduces complexity and eases the pressure of finding efficiency savings to bridge the funding gap in basic service provision.

- For the public sector, this meets central Government objectives for 'digital by default', as well as the current and future needs of your communities. Enhancing services for citizens and the community.

- Enabling collaboration between teams so that your people can work flexibly, securely and without interruption – wherever they're based.

- Ensuring end-user adoption on solutions you can rely on.

- Opening up new ways of working to optimise real estate management.

- Improving compliance and transparency.

- Simplicity of engagement. One supplier, one contract and on one network.

Let's talk voice and discuss how we can help.

Want to learn more?

Talk to us, call **01235 433507**
Or visit our **website**