O2 business

Switch to O₂ and get the flexibility you need

Now's the time to make the move

Telefónica

Mobile means everything

These days, it's hard to imagine an effective business without mobile technology. Customers expect to be able to engage with a business wherever and whenever suits them. Employees demand the same flexibility in all areas of their lives. And lockdown has proved that, with the right mobile connectivity, everyone can work from anywhere, at any time and on any device.

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.
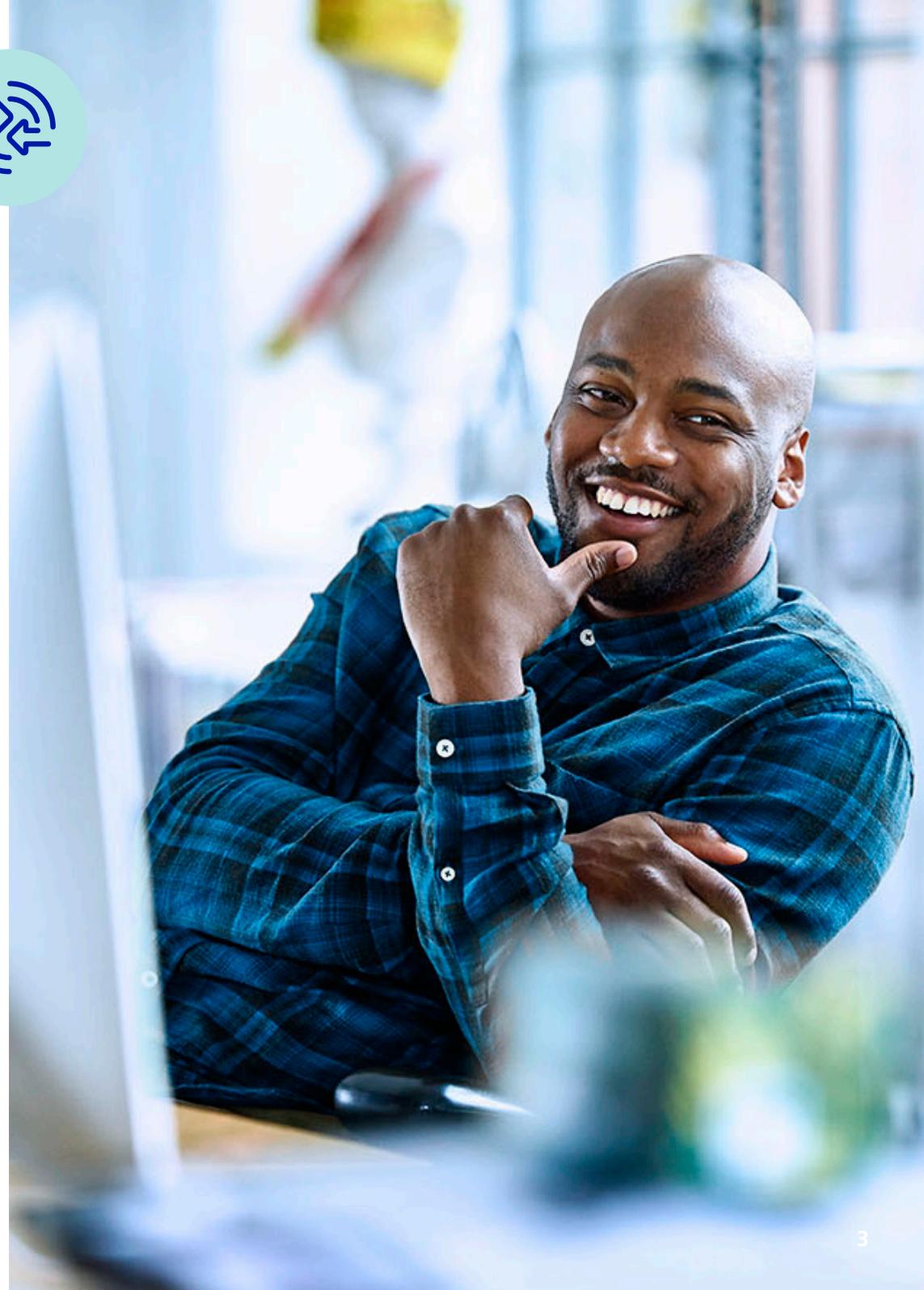
In our experience, it boils down to six key considerations

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. Mix and match your devices and plans in line with everyone's needs, from low-cost options to the latest releases.

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,[1] in-store O₂ Gurus, exclusive discounts, and free O₂ Wifi.[2]

[1] 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.

[2] O₂ Wifi: Subject to availability. Fair use policy and terms apply, see o2wifi.co.uk

[3] For new or upgrading customers only. Available on selected tariffs of 6GB of data or above, excluding 2GB triple data, 3GB double data and unlimited data tariffs. Up to 100% of unused data from standard monthly data allowance can be rolled over into the following month. Eligible data rolls over for one month only. Any data that cannot be rolled over will expire. Any unused data will not rollover if you decide to change to an alternative tariff. Subject to availability, status, credit check and general terms for business customers apply. Terms apply, see o2.co.uk/terms

3 Security

These days, people connect and work from anywhere. It makes them more productive, more efficient andhelps 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.

4 How

We'll support you all the way through the process of switching, from designing the right solution to getting devices to your people wherever they're working. Our dedicated Account Managers 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 Account Managers 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 next? Towards a more flexible technology infrastructure? Smarter ways to deliver your services? Creating a digital enterprise? We get to know your business and make everything fit. Contract length, devices, shared data tariffs with Data Rollover[3], security, collaboration – you name it. We look beyond mobile to give you all the flexibility you need, so you can take your business wherever you want it to go.

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

"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

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.

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 five 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 O_2 service with your current supplier is disconnected.

Why choose us?

More than half a million companies have switched to our flexible, tailored mobile solutions.

Flexibility

Data Rollover[1] – No business can afford to waste data it doesn't use, so now we automatically roll over your unused data to the next month.

Flexible tariffs[2] – Every business has its peaks and troughs, so we let you flex your data allowance up… and down as you need.

Range of contract lengths – No business is the same, so we give you a choice of different contract lengths from short-term to three years.

Flexible add-on business apps – We offer you apps that help you stay productive wherever you need to work.

Better coverage: We were voted the UK's Best Network for Coverage in 2018 and 2019[3]

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

Top Performance: We delivered the best network performance in 2019[4]

Faster download: Download speeds with our new 2.3Ghz spectrum are 80% faster than our 4G average[5]

Security: We're the first UK mobile network[6] to have CAS(T) certification which means our network has been measured against strict security criteria by Her Majesty's Government

Unrivalled service

Our dedicated UK-based business service team and expert Account Managers give you the advice and support you need, so you can work more effectively.

Award-winning business network

We give you the coverage, reliability and security your business demands. That's why we regularly win industry awards.

Dedicated Account Managers

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.

[1] For new or upgrading customers only. Available on selected tariffs of 6GB of data or above, excluding 2GB triple data, 3GB double data and unlimited data tariffs. Up to 100% of unused data from standard monthly data allowance can be rolled over into the following month. Eligible data rolls over for one month only. Any data that cannot be rolled over will expire. Any unused data will not rollover if you decide to change to an alternative tariff. [2] For new or upgrading customers only. For Small Biz and Business Essentials tariffs, tariff can be changed to a non-promotional tariff of the same type that has either a lower, higher or the same amount of data as tariff selected at commencement. For Business, Small Biz SIM Only, Small Biz Data Only and Mobile Broadband SIM Only tariffs, tariff can be changed to a non-promotional tariff of the same type with either the same or a higher amount of data as tariff selected at commencement. A change in tariff can be made 30 days from the date of connection or upgrade, each billing month. Subject to availability, status, credit check and general terms for business customers apply. Terms apply, see o2.co.uk/terms. [3] (Uswitch) [4] (Mobile News Awards) [5] (Tutela: 2018) [6] 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

Get moving. Give us a call.

Thinking about switching?

Our Account Managers 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**

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