



O₂
business

Ready for a deeper
conversation?

Telefonica



Let's talk

When you start a conversation with us, we'll ask what you need for your business first. Yes, we'll make sure you get the best available infrastructure, competitive pricing, suitable KPIs and service levels, but we'll discuss those once we've agreed the things that really matter: the ways we can make your business more successful, your people happier and your working life easier.

That's because these days, business success often depends on your ability to connect people and devices in secure networks, in or out of the office. That means more than simply phones and emails, you need a flexible and interconnected web of services – made for your business.

It's time to have a deeper conversation about your business. In particular, about the way you use technology.

Signing up for service

When you start a new relationship with a provider of business-critical technology, you're really buying the service that goes with it.

You can [read about](#) the quality of our network and the technology we provide. We regularly win awards for it, but to some extent, reliability is something of a given these days.

The true test of a relationship is what happens when something goes wrong, or you want to make a change. That's why our conversation will begin with your business. When we agree a contract, we'll both be committing to keeping things working the way you need them to work, adapting and growing with the success of your business.

“Technology is important, but people are too”

O2 client director



Monthly, quarterly, or six-monthly reviews form part of our flexible service. Together we create a Service Charter that outlines all our KPIs and lets you review the performance of the solution, knowing all the while that you're in safe hands.

Deeper conversations require in-depth knowledge

We'll assign a team of people to your business who are all invested in delivering the guidance, service and support you need. Typically, an account team will include:



Client Manager

The person with full responsibility for your business with us, including the strategic direction of the relationship. Your client manager will take a proactive approach to building a close relationship with you. They'll work with you to understand your business strategy and help drive this forward using their industry experience and commercial market awareness.



Service Delivery Manager

This is the person accountable for the in-life performance of your services. They'll manage the customer relationship, monitor service performance and drive your customer experience. Along the way, they'll identify and implement service improvement activities, always with an eye on optimising the cost-to-serve model to drive efficiency.



Digital Specialists

Our Specialist Team support our client managers. These specialists are the subject matter experts for our digital capabilities. With the ability to look at your business holistically, from both an operational and an IT level. They'll help identify business challenges and work with you to drive technology efficiencies and cost-effectiveness. They have a pool of technical resource to lean on, to help design and build end-to-end solutions that will support your business.



Customer Service Support Team

These are the people who will be managing your account day-to-day. They are there to answer any routine enquiries and resolve any support issues. From general questions and lost or stolen phones, to PUK (personal unblocking key) codes and roaming queries. They'll also process orders for new and replacement equipment and support any invoicing and billing details. Over time, they'll get to know how your business works, to make sure you're receiving the services you need.

Life with O₂

“Our core values are not just on the wall.”

O2 client manager

We value being bold, open and trustworthy. Above all, we put our customers at the heart of everything we do.

Because really, all business relationships are personal. Companies agree contracts together, but the relationships are built between people who trust each other.

Even then, things can take an unexpected turn. You know what you’ve committed to, but once everyone else starts working with the new service, new questions may arise and the inevitable resistance to change has to be accommodated.

It’s hard to know how that will feel until it’s happening and you can see how our team respond. All we can tell you is that we have long-standing customers at some of the UK’s biggest organisations who still feel as though their relationship with O2 is more than just a contract.

There are links to their stories [here](#).



Another way of showing you what's it like to work with us is to use the words of O2 people themselves. These are quotes from conversations with the kind of people you and your teams will be working with every day:



I always think, 'How would I feel if it was me calling in?'

It's about being honest with the customer, taking ownership of the problem, not being afraid to say, 'I don't know but I'll find out for you.'

Even if a problem strictly falls outside an agreed service level, we never just say, 'Sorry, that's yours...'

They said, '95% of your service is fantastic, the other 5% is really not so good.' We're focused on the 5%. But we never lose sight of the rest.

It's simple things, like calling back when you said you would.



This is how we're open with our customers and earn their trust. We're committed to keeping the focus on them, helping however we can and putting them at the heart of our business. You'll experience this for yourself when you give us a call.

The cultural connection

At the end of the day we live by the motto of putting our customers first and we intend to live these values with you.

It's usual for technology providers to speak of being committed to understanding a customer's business. It's less usual for a provider to be nominated for a customer's internal service award. We're proud that it's actually happened twice for members of our customer service teams.

During the initial conversations, you can expect us to spend time with your operational teams, to look at your working practices and understand your processes. Always, the intention is to provide the technology that supports your aims as an organisation.

When you sign up with us, you get much more than your day-to-day contacts. Everyone, right up to the senior management team, is available to provide expert help and insight. You can talk to our head of HR about flexible working, or our CTO about applying advanced technologies.



We have other perks too, for all our customers. With exclusive access to rewards and experiences through **Priority**. Plus corporate discounts on personal tariffs for you and your colleagues, friends and family through **O2 Open**. Not forgetting that you recycle old phones for free with **O2 Recycle**. We'll collect them and you choose how to use any money raised.

It's a question of culture. We're the only network operator ranked in the **top 50 of Which? magazine's Customer Service Review** and we've always had bigger reasons for being in business than simply commercial success.

See what others say

We have unique relationships with each customer but there's a common thread that links them. They're all using technology to transform their businesses.

Improving customer service, reducing costs, increasing efficiency and driving growth. Whatever your specific goals, there are ideas here that show how working with us can make it easier to achieve them.

Award-winning network



Best Business Network
at the 2019 Mobile
Industry Awards.



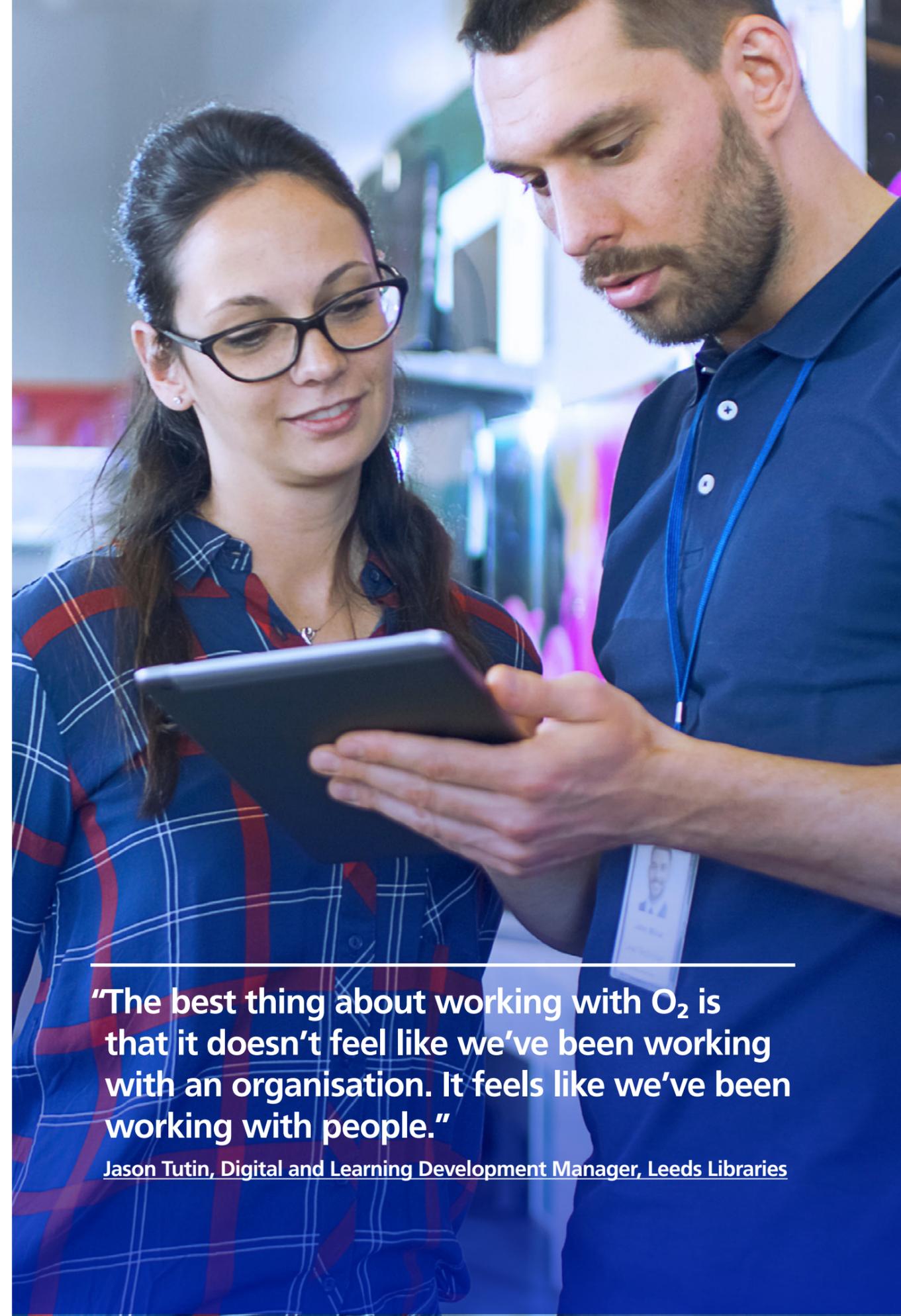
Best Network
Performance at the
Mobile News Awards
2019.



Best Network for
Reliability 2018



Best Network Coverage
in the uSwitch Mobile
Awards 2019.



“The best thing about working with O₂ is that it doesn't feel like we've been working with an organisation. It feels like we've been working with people.”

Jason Tutin, Digital and Learning Development Manager, Leeds Libraries



Why O₂

Security

The first UK network to achieve CAS(T) certification for both mobile and wide-area networks. We'll keep your data safe.

Visibility

My O2 Business, our billing and account management platform, provides you with clear visibility and understanding of usage patterns and spend, which guide regular account reviews with your service delivery manager.

Experience

We've been a leader in mobile-led business for 30 years, and we bring together the complete range of mobility solutions, including devices, applications, security and controls, connectivity and end-to-end management.

Innovation

Our world-leading tech accelerator, Wayra UK, is part of Telefónica Open Future: the global corporate entrepreneurship network. Together we're helping start-ups accelerate technology and innovation.

Roaming

Roam in 48 European countries, with no extra charges. Keep your connection just like it is at home.

Sustainability

We achieved the Carbon Trust Standard for Supply Chain at level 3, the highest possible level, for our work, in measuring, managing and reducing greenhouse gas emissions within our [supply chains](#).

It takes time to have a deeper conversation. So now's the best time to start.

Get in touch.

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[Click here to speak to us](#)

This document has a focus on Enterprise customers

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