



Redefining technology to enhance colleague communications and improve customer experience

O₂ Gateway has unified communications to help prepare for an ambitious new digital future.



O₂
business



Helping a diverse workforce collaborate effectively

Creating a wireless environment that's as good as being 'wired', so colleagues are always connected to each other, resulting in improved customer experience.

“We're a very agile and lean organisation and we want to react to new ideas quickly and make changes to the customer experience as often as we can. We need to be efficient internally to give our customers the best experience.”

**Andy Burton, Chief Technology Officer,
The Very Group**



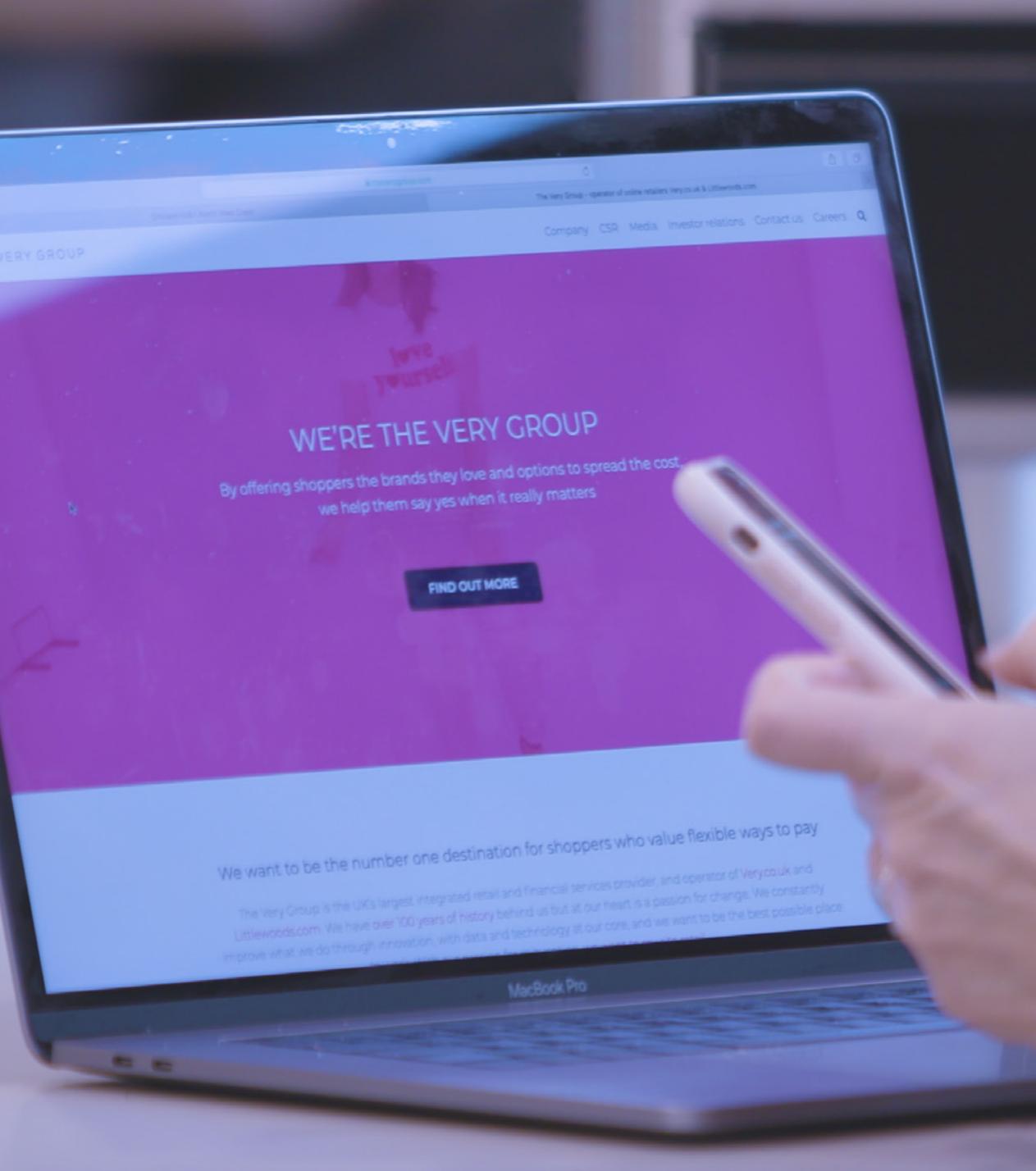
Capability

- O₂ Gateway
- Wide Area Network (WAN)
- Local Area Network (LAN)
- Skype for Business
- 24-hour service desk and on-site support



Results

- Closer collaborative working thanks to a unified communications environment
- More opportunities for agile and flexible ways of working
- Improved talent attraction and retention
- Already delivering a return on investment



The Very Group is the UK's largest integrated digital retailer and financial services provider, with four million customers and annual sales of £2bn. Its largest and fastest growing retail brand is Very.co.uk, supported by Littlewoods.com and Littlewoods.ie. The Very Group's websites receive an average of 1.5m visits every day, and 79% of sales come from mobile devices.

With a diverse workforce spread across multiple sites in the UK and Ireland, the business needed to consolidate its communications systems into a single, connected platform. The answer was O₂ Gateway, which consolidates fixed, mobile and wifi networks into a unified whole.

With a single log-in, colleagues can be connected to each other and collaborate wherever they are working from. Skype for Business allows fast, secure communications for voice, video and screen sharing, meaning colleagues can connect with virtually any device, from mobiles to laptops to tablets.

A new high-capacity LAN system means communications are always fast and secure, while a more resilient WAN means that connections no longer drop when people move between buildings. The O₂ team are very hands-on too, with a highly visible on-site presence during working hours and a 24-hour service desk.

These advanced digital collaboration tools support The Very Group's agile, tech-led ways of working that enable it to make continuous improvements to customer experience.

“ We chose O₂ for several reasons. There is a good cultural fit with their team, who move at our pace and really understand how to combine mobile and fixed line communications. The solutions provided are also good value for money and have helped our people to work in an even more effective, agile way. ”

Andy Burton, Chief Technology Officer, The Very Group

Single provider with single bill and SLA

With all communications requirements provided by O₂, admin and day-to-day oversight are reduced, leading to cost and resource savings.

The best possible place to work

Modern ways of collaboration enable agile working, in turn supporting talent attraction and retention.

Read more customer stories at:
www.o2.co.uk/enterprise/insights

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Unified digital workplace

O₂'s LAN (Local Area Network) and WAN (Wide Area Network) connect all of The Very Group's sites to make collaboration quick, easy and secure. This means colleagues can keep working seamlessly wherever they are in the business, ultimately improving customer experience.

Improved customer experience

The Very Group's customer contact centres benefit from improved lines, superior customer routing and the potential for advanced digital services such as data recording.

“ I'm really excited to see how O₂ can support the next chapter of our growth and development through future innovations like 5G and the Internet of Things. ”

Andy Burton, Chief Technology Officer, The Very Group