

O₂
business

M A N A G E D
L O G I S T I C S



Telefónica

Full deployment and optional in-life management for your device estate, including next working day replacements for faulty or damaged devices.

Managed logistics from O₂ ensures that you get a next working day replacement, which is pre-configured to your exact requirements.

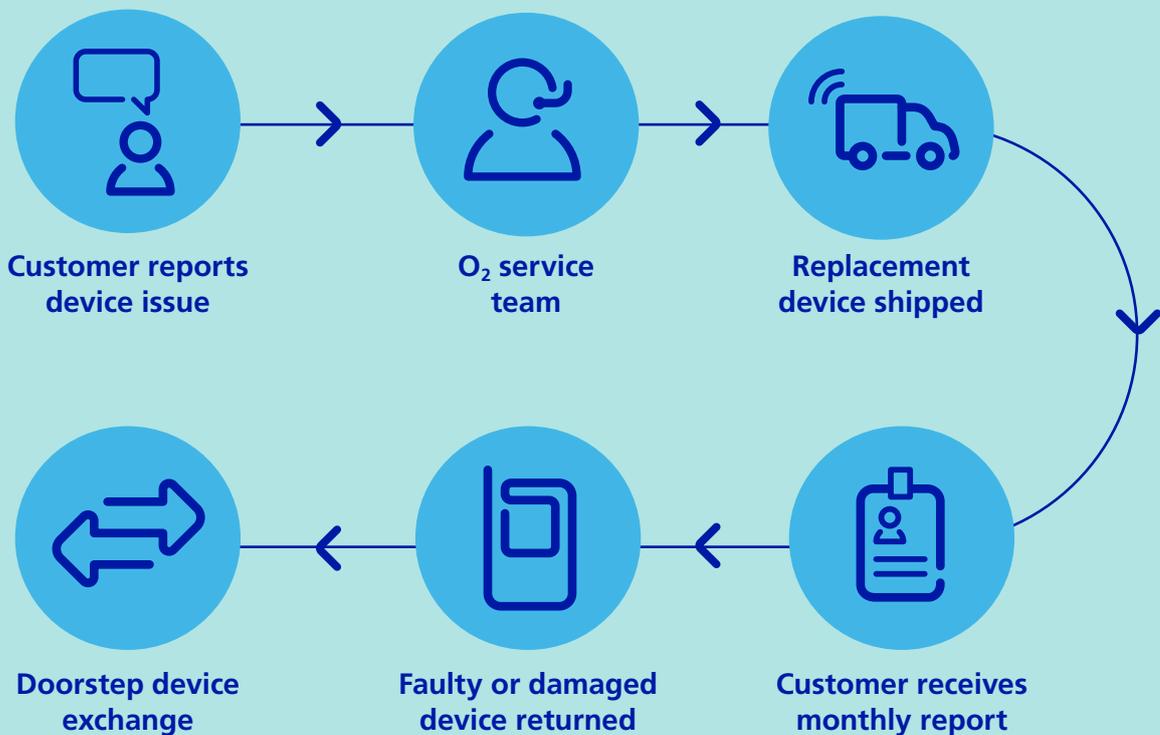
That means you don't have to go to the time and expense of customising factory-standard settings – and your device is ready for action as soon as it arrives.

The full service

Where O₂ supplies the devices, O₂ Managed Logistics will help you deploy and manage those devices.

The solution covers the configuration of your devices to match your specific organisational needs, such as bespoke apps and screen layouts. It can include access and usage rights, if used in conjunction with an MDM solution, which ensures only the right people get to see and use certain data.

Managed Logistics will handle the lifecycle management of your pre-purchased boot stock and what happens when you need to return a device if it's damaged (even accidentally) or faulty. It will ensure that a replacement device is delivered the next working day (if the request was made before 12:00 midday). When that happens, the damaged or faulty device is repaired, refurbished and returned to your stock for future use. If your pre-determined repair limits mean the work is too costly, we will pass the device over to O₂ Recycle, who will recycle or dispose of it in a safe and environmentally friendly way. Alternatively, if you prefer, we can return the device to you.





We'll also hold a database of all your devices. Every month we will provide you with a report that covers the number of replacements undertaken, the costs for repairs – if out of warranty – and for any refurbishment or reconfiguration work undertaken.

You can choose between two versions of the solution:

- Deployment services – covering device configuration and initial deployment only
- Deployment and in-life managed logistics – covering the above, plus management of boot stock, preconfiguration of new and replacement orders, returns, repairs and refurbishment of devices and then recycling and disposal at end-of-life

How it works

New orders (including lost and stolen)

- You place an order for a new device through your O₂ Service Desk
- We take a new device and configure it to the pre-defined build
- The new device is delivered to the user, ready to use

Replacement orders

- You order a replacement device through your O₂ Service Desk
- We take the replacement straight from your pre-purchased stock and configure it to the pre-defined build
- The replacement is delivered to the user and exchanged for the faulty or damaged device
- The faulty or damaged device is then delivered back to our logistics centre
- This device is then assessed and repaired – if it's covered by the warranty, there's no cost apart from any necessary refurbishment to the agreed standard
- After repair, the device is then returned to your stock for future deployment
- If the damage or fault is not covered by the warranty and/or the cost of the repair/refurbishment is outside your pre-determined limit, the device is passed to O₂ Recycle, who will recycle or dispose of it in line with your pre-determined instructions

The key features

Two options – we can just configure and deploy your devices upfront, with you handling everything else. Or we can handle the deployment and provide a full in-life managed logistics service for your estate

Fully managed – we do everything, including sourcing devices, configuring and holding your pre-purchased boot stock. We then manage all your replacements, returns, repairs and disposals. Plus, we keep you informed of the state of play with monthly reports

Fast – because we hold your stock, your users will always get a replacement device on the next working day, as long as the request comes in by 12:00 midday

Productive – replacement devices are always pre-configured as per your pre-defined requirements, and arrive ready to use, ensuring downtime is reduced

Environmentally friendly – our distribution centre is carbon-neutral and our recycle team know how to safely dispose of devices in a way that has minimal impact – helping your CSR credentials

Cost-effective – you don't need to commit any additional internal resource to manage your devices

Secure – our distribution centre has airport levels of security, so you don't need to worry about stock going missing

Simple fees – you pay a monthly administration fee per device, including your boot stock. We'll then only charge for any transactional activities, associated with additional or replacement device orders and within your agreed limits, so there are no surprises

Why O₂

We're trusted as the comms integrator for some of the UK's most respected organisations, with years of unrivalled business mobile experience. We have close relationships with all the leading suppliers, so our mobility experts can create the right solution for your organisation from our portfolio of Digital Workplace solutions, whether that's standalone products or a combination of platforms, devices and applications, and using a mix of on-premises, hybrid and cloud-based solutions.

You can rely on our network too. uSwitch named us the UK's best network for coverage in 2018 and 2019¹ and we were rated the UK's most reliable network in 2018 by GWS². And as the UK's **best business network** we were the first telecoms operator to be CAS(T) Certified for both Mobile and Fixed communications³, which gives you greater peace of mind about the security of our network.

Interested?

If you'd like to make it easier to manage your devices, keeping them up-to-date with security software and enabled with the latest tools, speak to your Client Manager, call us on **01235 433507** or visit **o2.co.uk/business**

¹ Best Network for Coverage: uSwitch 2019 Awards. [uswitch.com/mobiles/broadband-and-mobile-awards/](https://www.uswitch.com/mobiles/broadband-and-mobile-awards/)

² Global Wireless Solutions, 24.04.18, <https://news.gwsolutions.com/2018/04/26/gws-tests-show-o2-is-most-reliable-uk-mobile-network/>

³ <https://news.o2.co.uk/press-release/o2-becomes-first-uk-mobile-network-to-achieve-cast-certification/>