



# Microsoft Teams rollout within O<sub>2</sub>

Teams isn't just a communication tool, it's a collaboration tool that makes it easier for us all to work better together, wherever we are.

Richard Bond, Workplace Architect,  
O<sub>2</sub> Microsoft Teams rollout





## Joined-up remote working

A seamless, flexible way to work from virtually anywhere.

**“** *Our experience rolling out Teams to our own business means we have great hands-on experience to pass on to our customers. We can highly recommend Teams because we use it ourselves.* **”**

**Richard Bond, Workplace Architect,  
O<sub>2</sub> Microsoft Teams rollout**



### Challenges

- The need for a seamlessly integrated suite of online collaboration tools
- Geographically dispersed workforce
- Existing collaboration tools were looking tired and needed a fresh update
- Security imperatives
- Carbon-neutral by 2025 goal
- Drive to reduce travel and accommodation costs



### Products

- Microsoft Teams
- Microsoft 365 (incl. Outlook, Word, Excel, PowerPoint)



### Results

- Powerful, easy-to-use collaboration tools
- Outstanding video and call quality
- Secure online storage and editing capability
- Fresh, modern interface
- Links effortlessly with Microsoft 365 and other tools
- Automatic updates



As a company with a huge number of employees dispersed around the UK, O<sub>2</sub> has been using collaborative online working tools such as Skype for Business and Lync for many years. But in May 2019 they began to move over to Microsoft Teams, bringing a range of different collaboration tools together in one. Teams combines video and voice calls, text, file sharing and editing all in one secure, easily accessible place.

The six-month rollout began with a soft launch, recruiting 15-20 champions across the business with early access, who then invited colleagues and acted as ambassadors for the technology. This created a natural demand, and by the time of full launch to 9,500 staff, 3,000 of them were already using it. The ease and simplicity of the technology ensured that once people used it, they liked it, and usage of Teams exceeded usage of Lync within just a few months.

O<sub>2</sub> was the first organisation in the larger Telefónica group to make the move and has since been followed by the rest of the organisation, with 110,000 users around the world. This hands-on experience of rolling out Teams to its own people puts O<sub>2</sub> in a great position to implement Teams for its customers.

When COVID-19 hit, and millions had no option but to work from home, O<sub>2</sub> and Telefónica were already well placed to make the switch. Though there was no great surge in uptake (most people were using it already), following the UK lockdown, usage for meetings leapt by 50%.

*“ Basically, everything that we would do day-to-day, we now try to do through Teams. It’s saved us a lot of time, especially with approving documents and presentations. It helps us do our job better every day. ”*

**Sarah Ayres, Sales Change Planning & Governance Manager, O<sub>2</sub>**

## Latest technology

Like the rest of Microsoft 365, updates are added automatically, at no extra charge, so users always have the latest version.

## Reduced carbon footprint

With less people commuting to the office, Teams is helping O<sub>2</sub> achieve its goal to be carbon-neutral by 2025.

## Easy installation

Teams is automatically included as part of any Microsoft 365 installation by O<sub>2</sub>.

## Secure access

Robust passwords and security protocols mean business-critical work is secure throughout the organisation.

## Increased use since lockdown

**87% increase** in calls  
**81% increase** in group chats  
**50% increase** in people joining a meeting  
**43% increase** in private chats

## Reduced costs

Travel and accommodation costs are greatly reduced by remote working, leading to substantial opex savings.

## Open to everyone

Anyone can join a Teams call, including partners and customers. They don't need a licence, just an invite, and video calls can be recorded for future use and sharing.

## Microsoft Teams

## Seamless collaboration

Teams acts as a front end for the entire Microsoft 365 productivity suite, combining all elements for easy use. It can be used via local wifi or the O<sub>2</sub> network on any device including mobile, without any loss in access or quality.

## Streamlines collaboration

Users can easily switch between video and voice calls, text (independently or within meetings), store documents in the cloud and edit them or provide feedback in real time.

*“ Teams is great for bringing people together, especially video conferencing for cross-functional teams who work in different parts of the business. ”*

**Andrew Stead, Senior Modelling and Data Manager, O<sub>2</sub>**

Read more customer stories at:  
[www.o2.co.uk/enterprise/insights](http://www.o2.co.uk/enterprise/insights)

Published in July 2020.  
All information is correct at time of going to print.  
Telefónica UK Limited Registered in England no. 1743099.  
Registered Office: 260 Bath Road, Slough, SL1 4DX  
o2\_business\_0720/048