

Make your communications count

Your partner for integrated fixed
and mobile communications



Inseparable from now on

Fixed and mobile communications work so well together and now they're inseparable. By acquiring one of the UK's largest fixed and hosting communications providers, we've become the only UK company to own both a fixed and mobile network.

We're investing over £900 million this year to create what we believe will be the UK's most advanced and complete business network.

That's real investment and a real opportunity for you. We've always delivered the reliability and security you expect. And now you have a chance to do more: to innovate and reduce complexity.

We're dedicated to helping transform your organisation and deliver tangible benefits to you through better ways of working. Talk to us about where you want to go and what's getting in the way. Let us show you how we can make your communications count.



Jeroen Hoencamp
Enterprise Director, Vodafone UK



Things are always changing

And we are changing too. By bringing together fixed and mobile into a seamless integrated network we will help you respond to and take advantage of change. Here are some of the challenges you've told us you are facing:

- reacting quickly to opportunities and threats while controlling costs
- attracting and retaining the right people and maximising their productivity
- exceeding expectations of increasingly well-informed and demanding customers
- gaining advantage from new technology

On top of that, you've told us that your communications are becoming more complex with fragmented suppliers and technologies making simplicity difficult to achieve.

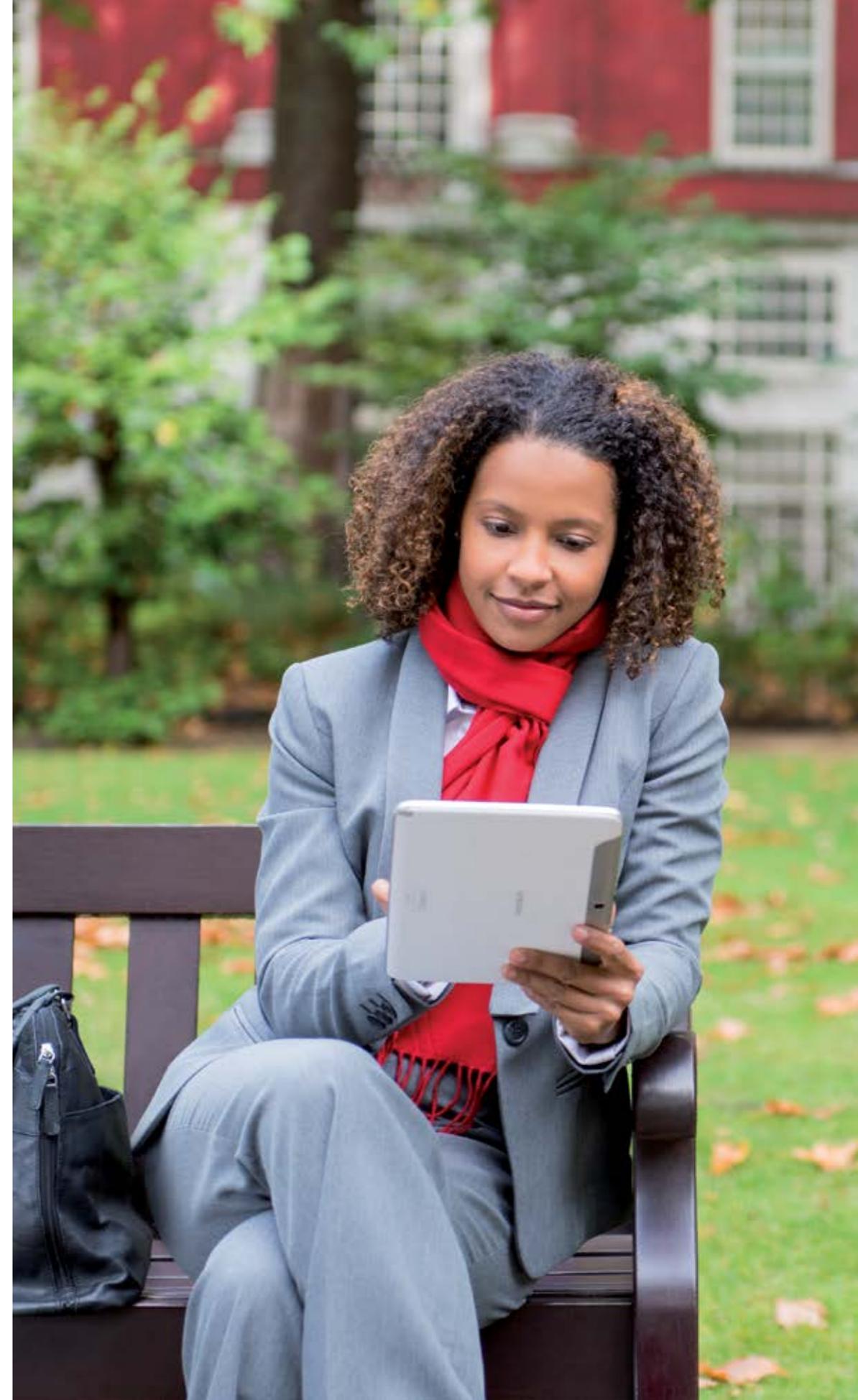
Embrace change with Vodafone

It's our job to help make your communications count: turning technology into better ways of working, and better ways of working into tangible benefits.

Working in partnership with us we believe you can have:

- more agile operations
- connected and empowered employees
- better engagement with your customers

And here's how we do it...





More agile operations

We know that being able to adapt to change is important to you and you told us that making sure your communications are efficient, resilient and secure is high on your agenda. We're focused on making it easier to bring all your communications together with one supplier and what's more we will manage it all for you through our hosting services and facilities.

How we do this:

Connectivity – your employees get the services they need, on the move, thanks to our unrivalled connectivity.

Secure services – you can safeguard your data with our secure networks and cloud based services.

Flexible infrastructure – respond faster because our infrastructure scales to meet your changing needs.

Insight and control – you'll have the insight and control you need to maximise the efficiency of your communications.

Simplified management – you'll find your communications easier to manage and more cost effective with our single supplier and service model.

Professional and managed services – you'll have our experts available to help configure and manage your services so you can focus on your business.

What our customers say:

“Connectivity is excellent and it's hugely reassuring to have the Vodafone organisation, network and managed service behind us. We know that we have their support should we need it.”

Service Manager,
Fife Council

“Working with Vodafone to help deliver and manage our core infrastructure services has allowed us to migrate and upgrade services and further improve our offering.”

CIO,
General Healthcare Group



Connected and empowered employees

Today's organisations will struggle to compete without effective employees. Helping them connect, communicate and collaborate securely is what we are here to help you achieve.

How we do this:

Needs assessment – we help you define and implement a communications strategy that balances your priorities with employee preferences.

Extensive choice of technologies – our broad portfolio includes everything from cloud solutions to the latest unified communications. The difference is our solutions put people at the heart of technology, improving productivity and employee satisfaction through smarter working.

Tailored services – based on how your employees work, we can select the technologies that can help them work effectively and flexibly.

Secure systems – reduce the risk of commercial losses, regulatory breaches and cyber-attacks with our robust security solutions.

Fully managed services – simplify administration, reduce overheads and free-up internal resources by letting us manage your applications and devices.

Cost control – get greater insight into what you use and spend on communications with our usage and expense management solutions.

What our customers say:

“The NHSmail is a high availability application that provides staff with excellent tools for communicating securely. NHSmail also benefits patients as the service speeds up communication relating to their care.”

NHSmail Programme Head,
NHS Connecting for Health

“Our Vodafone colleagues have been nothing less than superb. We're an innovative fast-moving business and they understood completely the need for communications to be equally rapid and flexible.”

IT Director, McLaren Group



Better engagement with your customers

As your partner we want to understand your organisation and how we can help you better serve your customers.

How we do this:

Differentiated strategies – strategic advice from our professional services team can improve the way you engage with customers and citizens.

Growth through innovation – we can bring a wide range of solutions, from mobility through to contact centres, to help you create innovative business models and new routes to market.

Integrated communications channels – reducing costs and providing a better customer service are all possible by supporting converged email, social media, online, voice and mobile communication channels.

Assured security and compliance – you could reduce the time required to comply with regulations by increasing the availability, performance and security of your communication channels.

What our customers say:

“Our Avaya system from Vodafone has proved to be very stable and robust over a number of years. It has evolved with us and it has been great to be able to rely on it completely.”

Head of IT,
Aston Villa Football Club

“The fact we have delivered on time and can move to the next phase is a clear indication that we picked the right partners.”

Chief Technical Architect,
Boots

The possibilities are endless

Many of the world's leading brands trust Vodafone to deliver mission critical services and many governments trust us to run highly secure communications networks. We own capacity on 70 global

cable systems and are one of the world's largest IP backbone providers. Our fixed network has enough cable to circle the globe ten times. Other things you might not know about us:

72%

of FTSE 100 companies work with Vodafone

70%

of FTSE 100 retailers use our solutions for mission critical communications

80%

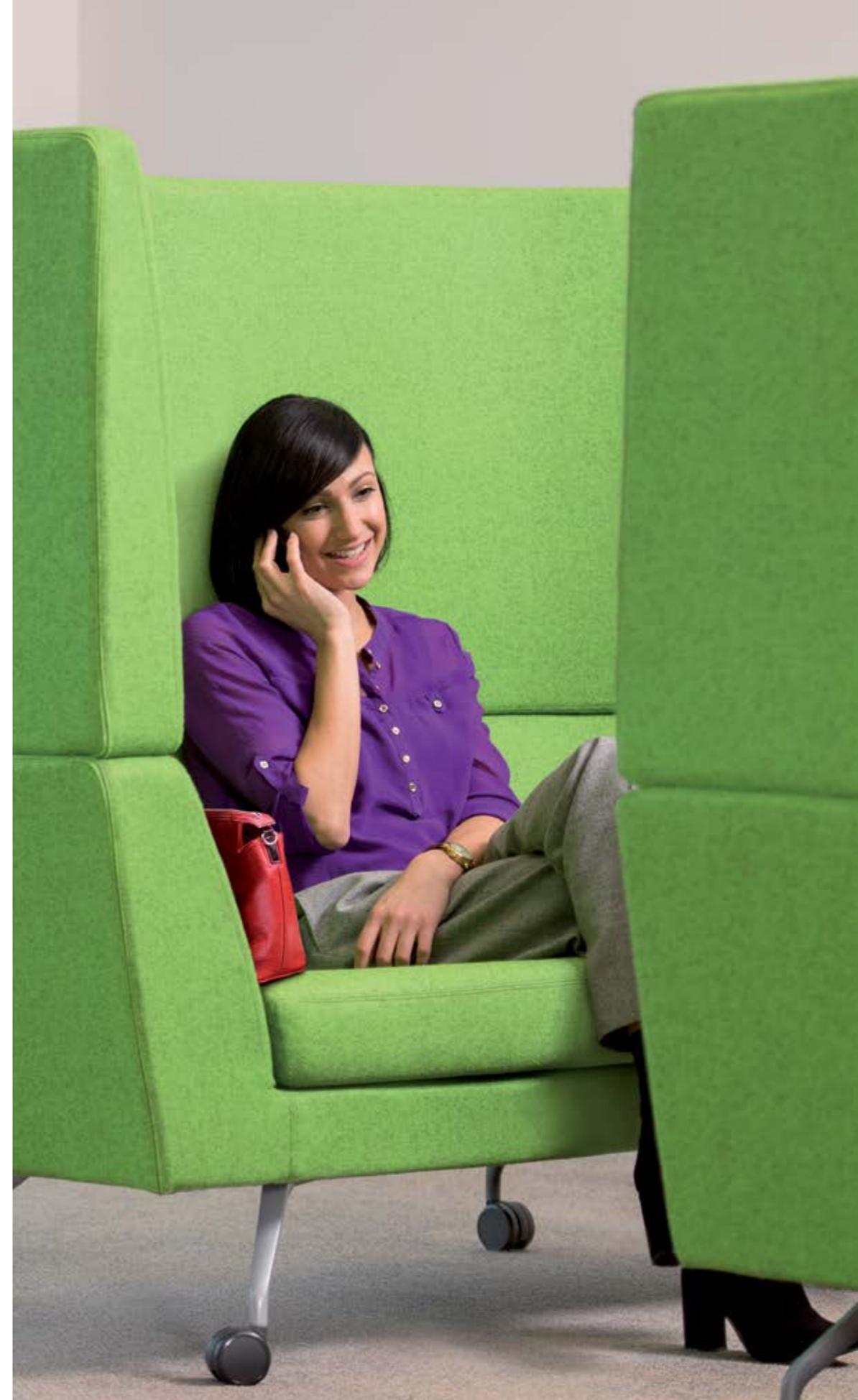
of emergency services rely on our network to serve the community

80%

of the UK's leading retail banks trust our solutions

70%

of UK contact centre agents are connected with their customers through us



With Vodafone, you can turn technology into better ways of working, and **better ways of working** into tangible benefits for you.

In short, we can partner with you to make **your communications count**.

Get in touch

If you would like to talk further, please contact your account manager, or call us on 020 7167 2314.

We'll be delighted to help.

betterbusiness@vodafone.co.uk

