

# PBX Maintenance from O<sub>2</sub>

The simple and cost-effective way to manage and futureproof your PBX.

With all the work required to keep your organisation hitting its goals, managing technology like your PBX can easily drop down the priority list.

It's why many organisations have ended up with a complex web of systems, often from multiple suppliers, added as business needs have changed. It can be hard and expensive to manage, particularly in the case of incidents.

And it's why many customers have come to us. At O<sub>2</sub>, we can take away the complexity, managing all your PBX services through one maintenance contract. We keep it simple, giving you one contract, one bill and one point of contact in case of an incident.

## The benefits



### Spend more time on what matters

Short of time or resources? Don't get distracted from your day-to-day business managing your PBX estate. We can take all of your PBX services and manage them for you.



### Get things sorted, quickly

Is it always clear who is responsible in the case of an incident? We give you one point of contact for any PBX incident, with one SLA and one number to call. And with everyone under one roof, you'll get a better fix service too.



### Reduce your costs

Are you getting value for money? If you're using multiple suppliers then you're probably not. We can help you consolidate your technology and solutions, and deliver greater value from your investment.



### Futureproof your voice strategy

Are you ready for the ISDN/PSTN switch-off in 2025? Whether you've got a plan or haven't started, we can help. Our PBX Maintenance service is part of our wider Voice portfolio, designed to help customers navigate along the journey to IP Voice.

## Our approach is simple

You'll benefit from our proven three-step process.

### Manage

We'll bring all your PBX services under one contract, with one service level and one point of contact. Taking full ownership of your PBX services estate, freeing up your time to focus on your business.

### Optimise

We know our services are competitively priced, but we can help you become even more cost-efficient by combining new and old technologies under one contract. And if your current PBX estate isn't up to today's standards, we'll let you know how we can help.

### Transform

We'll keep you up-to-date on the latest industry changes so you can see how they'll affect your organisation. If you're ready to make changes, we'll give you expert advice on the best options for you.

## Making the move with confidence

You can choose from a range of fix options, so whether your phone system is critical to your organisation 24/7, or whether you are a Monday to Friday business, we can provide a service level that keeps you, and your stakeholders, happy.

Once you're onboard our highly experienced Transition Management team takes the stress out of moving to O<sub>2</sub>, with a Transition Manager who will guide you through the whole process, making it seamless and hassle-free.

Service Delivery Management is an optional part of our service, too. We want you to understand how your phone systems are performing, and how we're managing incidents.

## Why O<sub>2</sub>?

PBX Maintenance from O<sub>2</sub> is delivered using a network of experts, highly trained and experienced, and based across the UK and Ireland. So you can be sure there's always someone nearby to help.

The team holds a range of recognised ISO certificates and are committed to maintaining these. These certificates reassure you that our team operates to the highest quality standards and best practice.

We support all the main PBX service providers including, in some cases, systems that have been designated end of life by the manufacturer.

Our approach of manage, optimise and transform allows you to take your voice transformation journey at a pace you want, whatever the technology and as business mobility becomes ever more important, our strong mobile heritage makes us the ideal partner to deliver flexible voice solutions.

## What you'll get

- Support for a wide range of new and legacy PBX services
- Nationwide service with a range of support options: 24/7 or Monday – Friday
- Easy set-up with dedicated transition management
- Welcome pack detailing support processes and contact details
- Optional in-life service delivery management and reporting
- 12, 24 or 36 month contracts
- Competitive pricing
- One contract, one bill, one point of contact

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