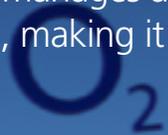


# Putting Housing & Care 21 in control with My O<sub>2</sub> Business

Housing & Care 21 manages all its bills, hardware and accounts from a single online source, making it easy to control resources and costs.



Welcome to My O<sub>2</sub> Business  
All your account and bill details in one place

housing&care21

My products and services  
View your latest bill now

O2 for business  
Advice, tips and services

Help & support  
Ask O2 Gurus about your bill,  
apps and more

## Housing & Care 21's mobile, fixed and broadband estate is easy to manage with My O<sub>2</sub> Business

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"With a diffuse workforce spread around the country, it's imperative for staff to keep in touch with residents and with each other," adds Bruce Moore. "So we have a high demand for mobile phones and we use them a lot."

The company looks after 19,000 retirement and extra care apartments in 150 authorities across England. As well as maintaining the homes themselves, they also provide care and support for the elderly residents. As a not-for-profit organisation, with homes and services aimed at customers of modest means, it's imperative for Housing & Care 21 to provide top-quality services at affordable prices – and that means tightly controlled overheads, including their mobile phone spend.

O<sub>2</sub> provides the company's mobile infrastructure and their associated tariffs, including all voice, texts and data. But managing all those devices, each with individual bills, could have been a daunting task. Fortunately, My O<sub>2</sub> Business makes it easy.

Stuart Millard, IS Service Delivery Manager at Housing & Care 21, adds: "With My O<sub>2</sub> Business we can go online and order new equipment, new hardware, new phones, or make data and tariff changes, on all of our connections. It helps us make sure we get the best value for money from our contract with O<sub>2</sub>."

“ We're empowering our locally based managers, providing them with the right infrastructure so they can do their jobs better, and our residents tell us that they really value that local service and support. ”

Bruce Moore,  
Chief Executive of Housing & Care 21

## All you need to know, all in one place online

My O<sub>2</sub> Business gives Housing & Care 21 the control they need to manage their mobile estate in real time, from hardware to tariffs to billing – all in one easy-to-use, secure place.

“We have about 750 mobile phone users so when we tendered for a new mobile phone contract, a centralised management system really was key,” says Stuart Millard. “We spoke to several contenders but the My O<sub>2</sub> Business web service was far in excess of what we were seeing from other mobile phone providers.”

As well as showing essential details about all their devices and costs, My O<sub>2</sub> Business allows the company to monitor each of its connections to ensure that there isn't any unusual activity or excessive use. It also shows which member of staff has a given device at any time – and how they're using it.

My O<sub>2</sub> Business is used to bill departments within the company for their mobile phone usage, based on the voice, texts and data they've consumed during the month. The account administrator can also grant limited My O<sub>2</sub> Business access to various departments within the business, so they can monitor their own accounts and spending, while the central management team retains exclusive access and overall control.

“And one of the great advantages of My O<sub>2</sub> Business is that shortly after you've opened your account with O<sub>2</sub>, it's ready to go,” says Helen Littleford, Senior Digital Service Manager at O<sub>2</sub>. “It's a free service available to all our business customers, so there's no extra overhead involved – you can just log in and start using it to manage your estate and control your costs straight away.”

“Before we moved on to My O<sub>2</sub> Business we tended to find that our estate could get quite bloated and overloaded,” adds Stuart Millard.

“Since we started using My O<sub>2</sub> Business we've managed to save around £30,000 per annum, just by making sure we have the right number of connections, on the right tariffs, for the right people to use in the correct job roles.”

Stuart Millard,  
IS Service Delivery Manager



“With My O<sub>2</sub> Business we can go online and order new equipment, new hardware, new phones, or make data and tariff changes, on all of our connections. It helps us make sure we get the best value for money from our contract with O<sub>2</sub>.”

Stuart Millard,  
IS Service Delivery Manager,  
Housing & Care 21

“ We’ve come to regard O<sub>2</sub> as not just a supplier, but very much a partner. They’re practically colleagues now, working with us to find solutions to problems and introduce us to new technologies and new ways of working. ”

Stuart Millard,  
IS Service Delivery Manager,  
Housing & Care 21

**My O<sub>2</sub> Business is a centralised, secure, online management tool that allows you to:**

- Manage all your fixed, mobile and broadband accounts.
- View bills, manage devices, tariffs and connections at a glance.
- Change users, sims and cost centres in real time.
- Schedule one-off or regular reports and manage spend.
- View, download and print bills.
- Set up watchpoint alerts to highlight unusual activity.
- View and manage account information and service requests.
- Monitor usage including voice, text and data.
- And more.

O<sub>2</sub> customer story

## An online mobile, fixed and broadband account management tool that’s always accessible, available and accurate

My O<sub>2</sub> Business gives Housing & Care 21 full control over their contract with O<sub>2</sub>. With a single, secure log-in, they can monitor all their devices, while seeing who’s using them and how. They can also arrange to have reports automatically emailed to them, making it easy to manage spending and resources too.

“It’s very easy to use, but is still a fantastically detailed platform,” says Stuart Millard. “The Bill analyser side of My O<sub>2</sub> Business gives us a quick overview of all the important stuff, like overall spend and the number of users. But from there it’s easy to dig down into the detail whenever we need to.

It really gives us insight into monitoring our spend so we can plan budgets and make savings where possible. It’s also great that we can schedule reports monthly, weekly, or whenever we like, so that we can keep tabs on what’s happening with our account at all times. And if we have any questions, it’s good to know that the O<sub>2</sub> support team’s always just a phone call or email away.

“ Our O<sub>2</sub> account managers are fantastic. They’re constantly available on the phone or by email. Even if they’re on holiday, they often get back to us anyway. And the backup they have from their wider team to assist us if they’re not immediately available, is brilliant. ”

Stuart Millard,  
IS Service Delivery Manager

“When we’re looking for any new technologies, platforms or directions, O<sub>2</sub> is the first company we ask for advice.”

Stuart Millard,  
IS Service Delivery Manager



O<sub>2</sub> customer story

## housing&care21

# About Housing & Care 21

Delivering affordable, contemporary, person-centred care and housing for older people.

Housing & Care 21 is an award-winning, not-for-profit organisation that provides care, housing and support for thousands of older people of modest means, all over England. It operates in over 150 local authority areas, managing around 19,000 retirement and extra care

apartments and providing over 43,000 hours of care each week to more than 31,000 customers. The group’s strategic plans include developing more properties and using technology to build on the exemplary quality of service they’re delivering to those in their care.

## O<sub>2</sub> business

# About My O<sub>2</sub> Business

Instant, online access to your account and your bills.

My O<sub>2</sub> Business is a dedicated online management tool for O<sub>2</sub>’s business customers. It allows you to manage your bills and your account all in one place. From a single, secure, online source, available virtually anywhere, on any device, you can manage fixed, mobile and broadband accounts, analyse bills and keep an eye on spend. You can also

make changes to sims, names and costs centres in real time, and make sure all staff have the right phone, on the right tariff, at all times. It’s a free service available to all O<sub>2</sub> Business customers which delivers increased productivity and significant savings.

To find out more about My O<sub>2</sub> Business and sign in, go to [www.o2.co.uk/myo2business](http://www.o2.co.uk/myo2business)

Read more customer stories at:

[www.o2.co.uk/enterprise/insights](http://www.o2.co.uk/enterprise/insights)

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