

Vodafone One Net Business

Want to boost your
productivity, cost-effectiveness
and customer service?

The future is exciting.
Ready?



Joined up network, joined up answers, **one solution**

Did you know Vodafone was the first provider to join up mobiles and fixed landlines on a single network? We have of course upgraded our network many times since that eureka moment, so today it's possible to unify all communications and run a suite of solutions on it.

Delivering joined up communications not only looks and feels professional, it also makes it easier to work more productively and efficiently, which is how all great business begins.

Our One Net Business solution can unify your communications. And it's now easier to join than ever before.



What is One Net Business?

It's a cloud-based communications platform for organisations with 10 to 250 users. A proven, fully secure and instantly scalable business solution that joins up mobiles, fixed lines, desktops, laptops and tablets – so they all work together seamlessly. Which is ideal if your people are always on the go.

And because One Net Business is so flexible, it can be tailored to cost-effectively serve the precise needs of your organisation, empowering you to make the most of every opportunity and face every challenge with confidence.

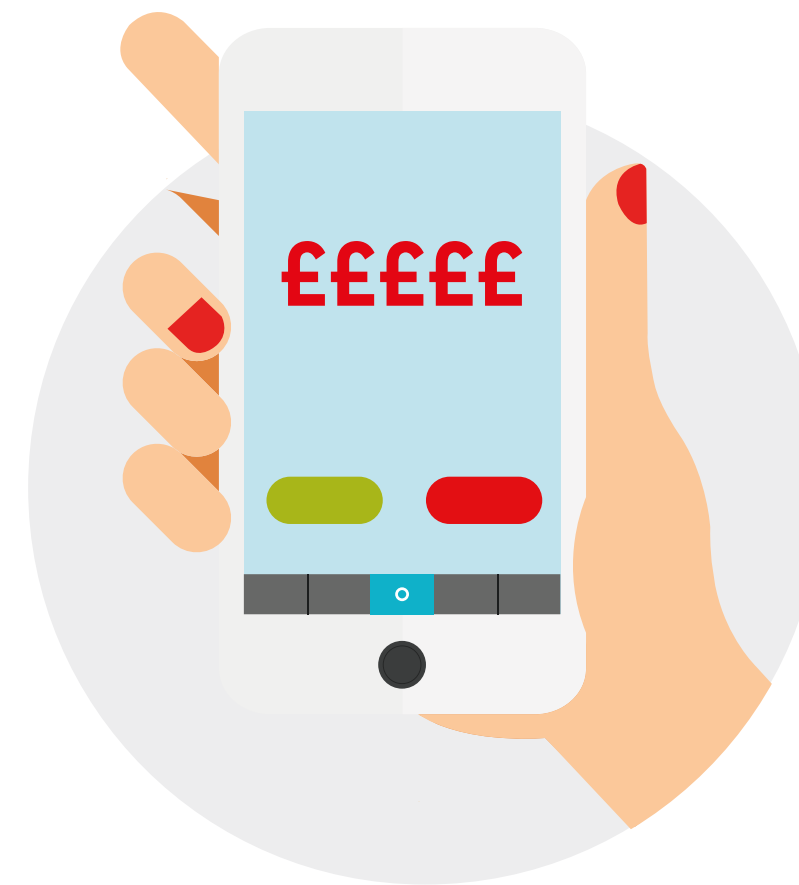


What can One Net Business do for you?



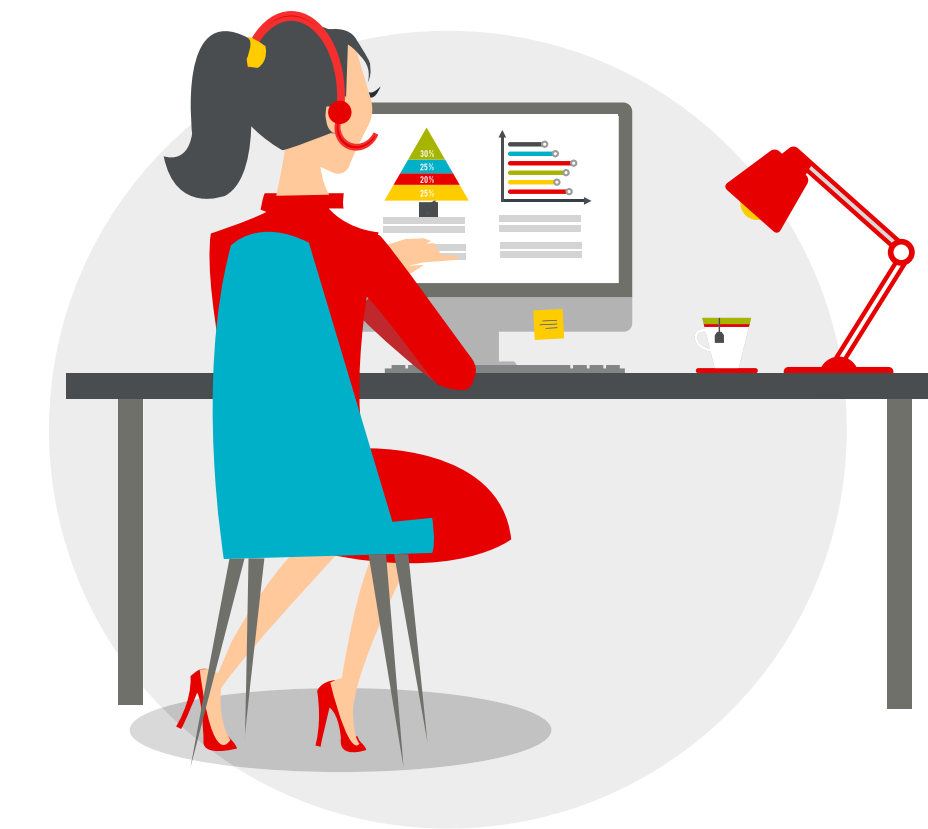
Boost productivity

By empowering employees to work how, where and when they want



Increase cost-efficiency

By achieving more with less



Improve customer experience

By enabling your team to be more responsive to customers

Benefits: Boost productivity

Work together as one. Your staff can make or take calls, and connect to each other wherever they are. Work is accomplished faster and more reliably.

Never miss a message. Every member of your staff has their own voicemail that works across both their landline and mobile.

Never miss a call – unless you want to. Your staff can use the mobile app to manage their own calls and user profiles – in or out of the office.

Work anywhere in the world – as effectively as you do in the office. With worry-free roaming, take your domestic calls, texts and data to 110 destinations across the globe with Business Traveller. You can also add international call bundles.

Make changes instantly. Our online Feature Management Portal lets you make changes to your call features and profiles.



FACT: 83% of companies reported an improvement in productivity and **61%** said their profits increased after implementing flexible working.

Source: The Flexible: friend or foe? Report published, 2016. Survey conducted by Morar research on behalf of Vodafone between September and October 2015.

FACT: 1 in 3 millennials would leave their current job for a better work life balance.

Source: Millennials breathing new life into the workforce. Implication for the workplace. Report published November 2015 by Vodafone limited.

And what our customers say...

“Now we have these tools, it’s encouraging our people to work differently and organise themselves better, making us much more productive.”

‘John Collins’, Think Drinks

“Everyone now finds it much simpler to keep in touch. Staff are much happier.”

‘Stefano Bettinardi’, Logical Cycle Director, Vilani Salumi

“Faster turnarounds and clearer customer engagement are crucial for our continued growth.

Customers demand faster lead times. Vodafone helps us meet these expectations.”

‘Richard Smith’, Managing Director, Aspen Concepts

“Vodafone One Net has transformed our business, we’re more productive, can work more flexibly and are saving money. It has been crucial to the evolution of our organisation.”

‘Jackie Fisher’, Director, Power Office Services



Benefits: Increase cost-efficiency

Low cost. Because One Net Business is cloud-based, there's very little on-site equipment and therefore very little, if any up-front capital investment. Less hardware means lower maintenance costs. And in some cases, absolutely no upfront costs at all.

Simple management and billing. One contract, one provider, one bill for all landlines and mobiles makes it easy for you to understand where you spend money, and where you can save it.

Free calls. Calls between your staff, whether they are in the office, on site, working remotely or on the road, are free of charge, as are calls between your sites if you have more than one office.

Future-proofed system. A roadmap of new features and "zero touch maintenance" gives you all the latest technology with no on-site disruption.

Easy upgrade to business grade Internet. Get One Net Business with business grade Internet via one simple Ethernet connection.

Dedicated 24/7 monitoring. One Net Business is fully secure and hosted on Vodafone's highly reliable IP-based network.

No extra cost for additional features. And you don't pay for unused features.



FACT: Nearly 6 out of 10 employers identify cost savings as a key benefit of telecommuting programs.

Source: Telework Research Network (2012). Cost and Benefits: Advantages of Telecommuting for Companies. www.teleworkresearchnetwork.com/resources/costs-benefits

FACT: 36% of teleworks would choose telecommuting over a pay rise.

Source: Global workplace analytics - Advantages of Agile Work Strategies For Companies <http://globalworkplaceanalytics.com/resources/costs-benefits>

And what our customers say...

"Over a five-year period, we're saving around £450,000 in total – the mobile element of Vodafone One Net Business alone saves us £228,000."

**'Adam Jacobs', Head of IT,
First Rate Exchange Services**

"Cloud technologies are the only way forward for our business. Now we have low, predictable monthly costs with the ability to add new staff members quickly."

**'Gordon Mitchell', ICT Director,
Key Facilities Management**

"The most immediate impact for us was that our monthly costs, which had been running at more than £1,200 from two separate suppliers, were cut in half at a stroke."

**'Chris Griffin', General Manager,
ICT Networks**

"We've succeeded in adopting better ways of working – Vodafone has helped us achieve the efficiencies we need to drive growth."

**'Nigel Boyle', Administration &
Technical Director, PD Hook**

"We've reduced workloads on IT technicians by enabling staff to log on to phones wherever they are working."

**'Mike Phillips', Head of ICT,
Seren Group**

Benefits: Improve customer experience

Smooth out your communications. Enjoy seamless landline and mobile call management with a single platform that connects every device.

Make call routing easy. A PC-based Operator Console allows receptionists to check staff availability and route calls with a click of a mouse.

Never miss an opportunity. Calls from customers are routed to the best person to answer them. You can set landlines and mobiles to ring at the same time or in sequence. If one person is engaged 'Hunt Groups' can automatically redirect calls to the next best person.

Create a more professional image. You can choose to have just one number that customers see when staff call out – whether they call from a mobile or landline.

Appear local. Virtual landline numbers allow you to advertise widely, but look local.

Avoid downtime. Because One Net Business is cloud-based, it's more robust and reliable than traditional phone systems.



And what our customers say...

FACT: 48% of customers want the first person they speak to about an issue to be able to resolve it

Source: <https://www.yourreadybusiness.co.uk/why-smes-should-focus-on-customer-experience/>

FACT: 46% of people still prefer to interact with companies over the telephone.

Source: <https://www.yourreadybusiness.co.uk/why-smes-should-focus-on-customer-experience/>

76% of people surveyed said they would tell at least one other person about an episode of poor customer service from a company.

<https://www.yourreadybusiness.co.uk/why-smes-should-focus-on-customer-experience/>

"Customers go straight through to an on-call engineer. We reckon we've reduced response times from 1 hour to 30 minutes."

'Neil Shrubsole', Managing Director, Clarkson Safety Services

"Calls always get answered. They always get a person on the end of the phone to tell them how we can help. That way we never lose a potential account."

'Chris Gross', Director, Central Conveyor, Belt Services

"With Vodafone One Net helping us respond to customers' needs rapidly, wherever we are, it makes our small firm look even more efficient and professional."

'Adam Miller', Business Support Coordinator, Phoenix4training



Why choose Vodafone?

Vodafone is a trusted network and we put our customers first. That means you can rely on us to deliver the unified communications you want, day-in-day-out. Not just in the UK, but worldwide - wherever your business takes you.

We're delighted that following recent tests Vodafone has come as the **Most Reliable Network based on crowdsourcing**. As independently tested by P3 connect during in-depth, real-life tests across September and October 2017.

And our team continue to build on this success. We're creating the strongest ever network for businesses like yours, reaching more people and places than ever before and investing in both fixed and mobile.

We're committed to providing innovative solutions and support to help your employees work from anywhere. This will help to improve productivity, cost-effectiveness and customer service.

Getting all your office and mobile communication needs from one supplier means there's a seamless connection between your employees, your customers and your business. So you can be confident you won't miss any opportunities.

Plus, we're the only network in the UK to offer a fully-owned, truly converged network – so our customers can be confidently connected regardless of device or location.

*As independently tested by P3 connect. 4 major UK networks tested: September 2017. The full report of the mobile network test United Kingdom 2017 can be found at <https://www.connect-testlab.com/downloads-united-kingdom>

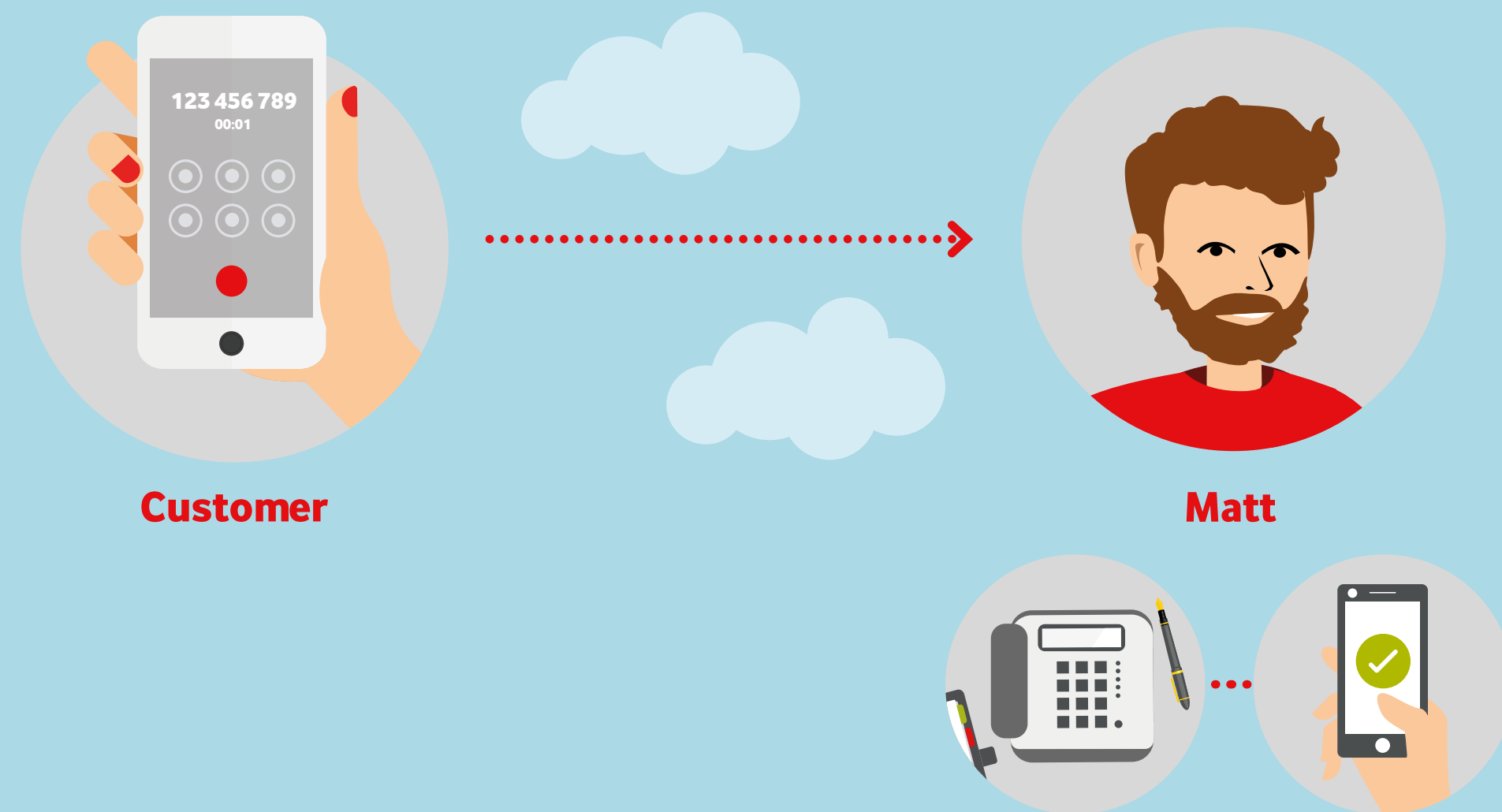


How One Net Business works

The following scenarios show how One Net Business enables all your phones to **work seamlessly together**.

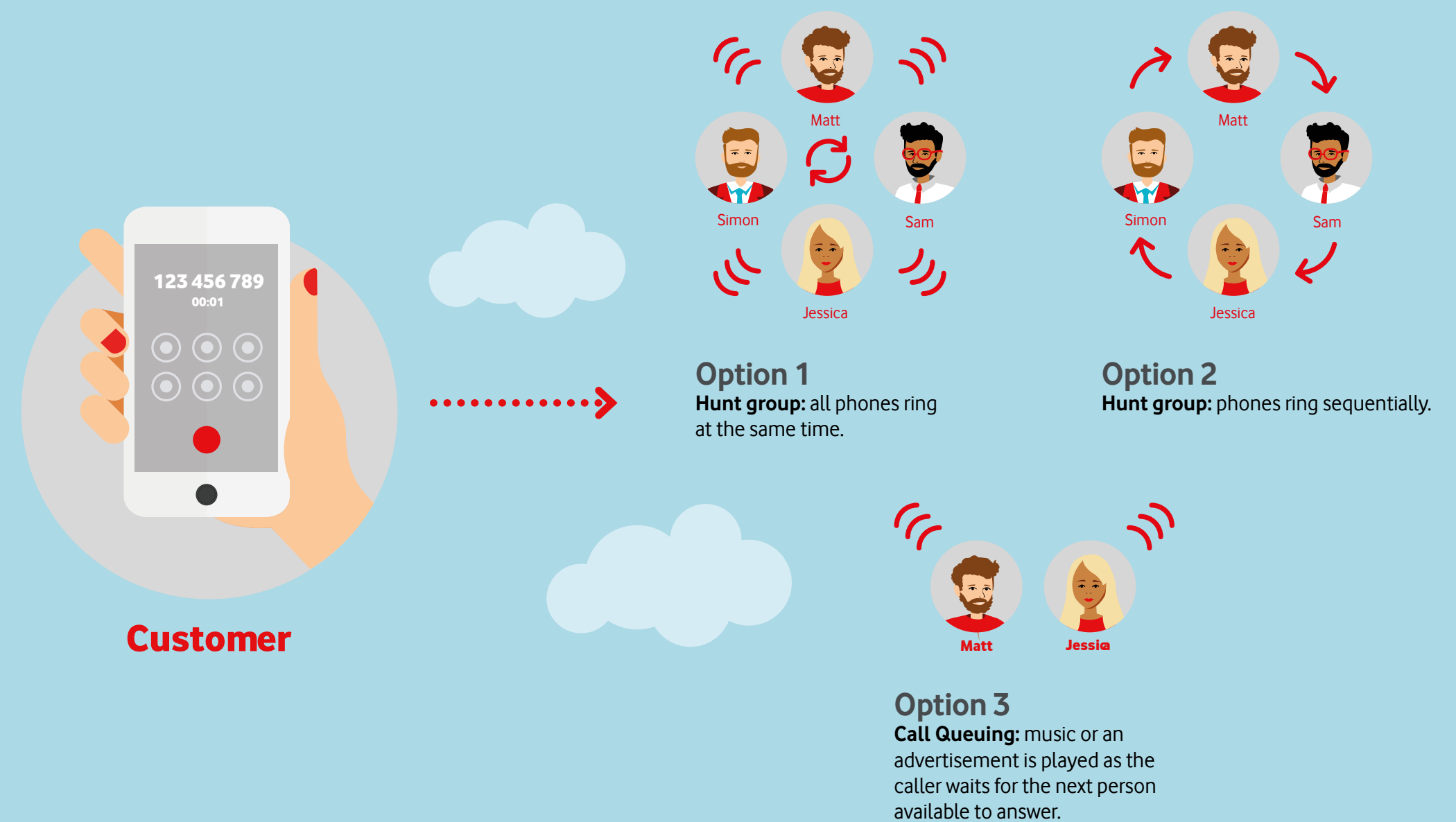
Scenario 1 – fixed mobile convergence

Take the call the way you want: Matt receives a call and both phones ring. He takes it on the desk phone and has the option to transfer the call to his mobile if he needs to leave the office.



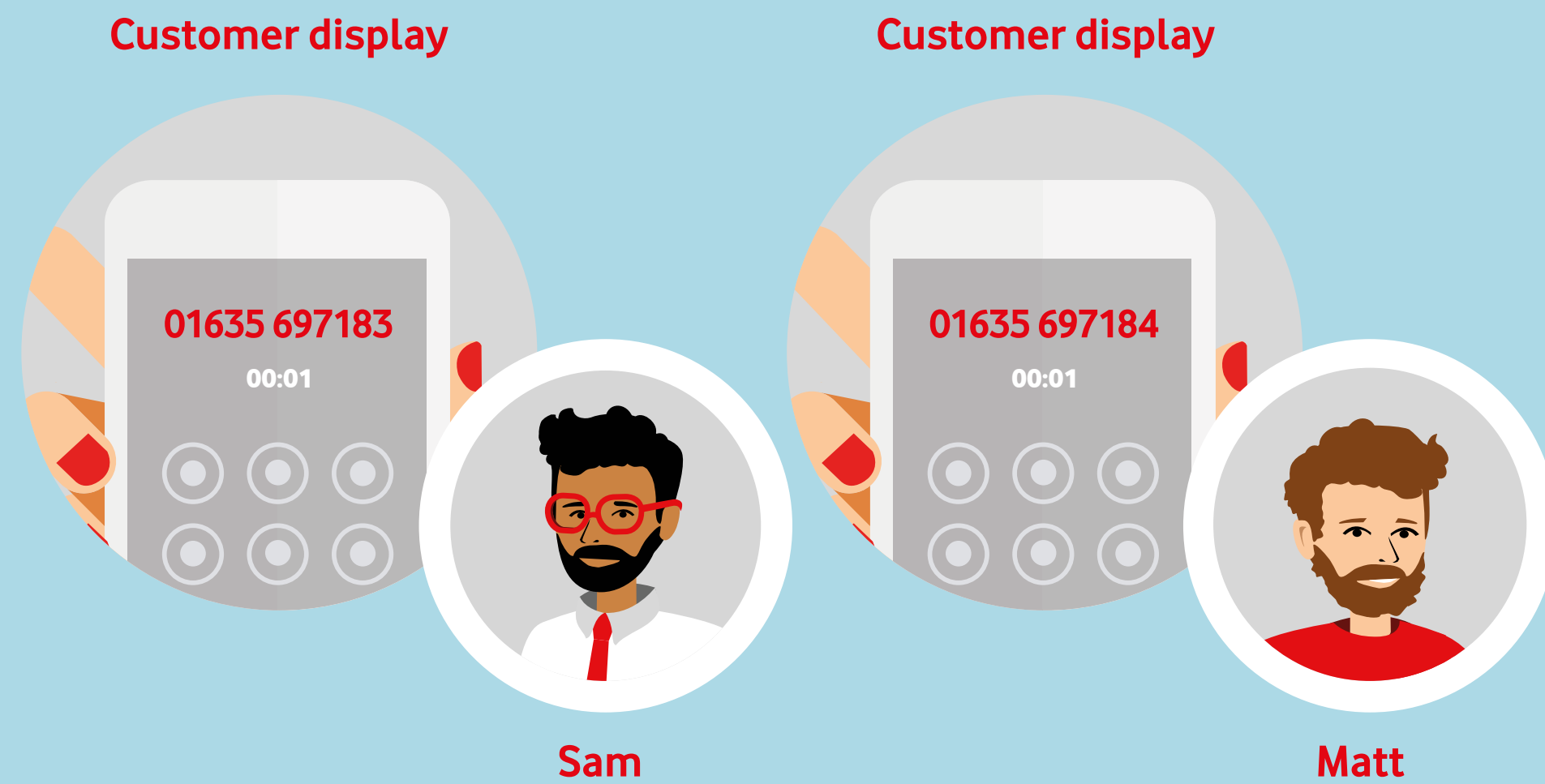
Scenario 2 – Hunt Groups

Setting up 'Hunt Groups' ensures that customers get through to the best available person to take the call. There are three separate options.



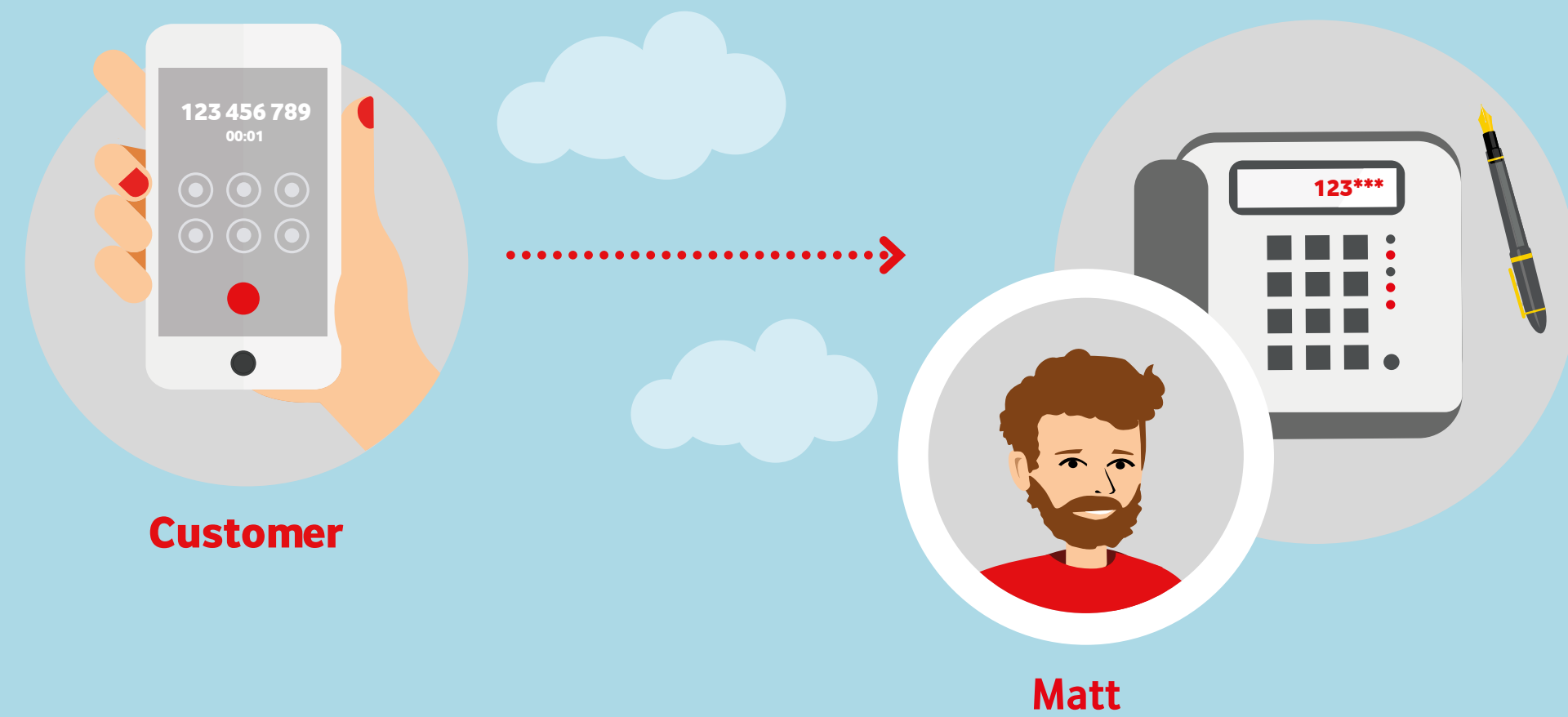
Scenario 3 – displaying fixed/geographic numbers from mobiles

Virtual landline: local telephone codes are displayed when calling customers – despite the fact that Sam and Matt are calling from their own mobiles.



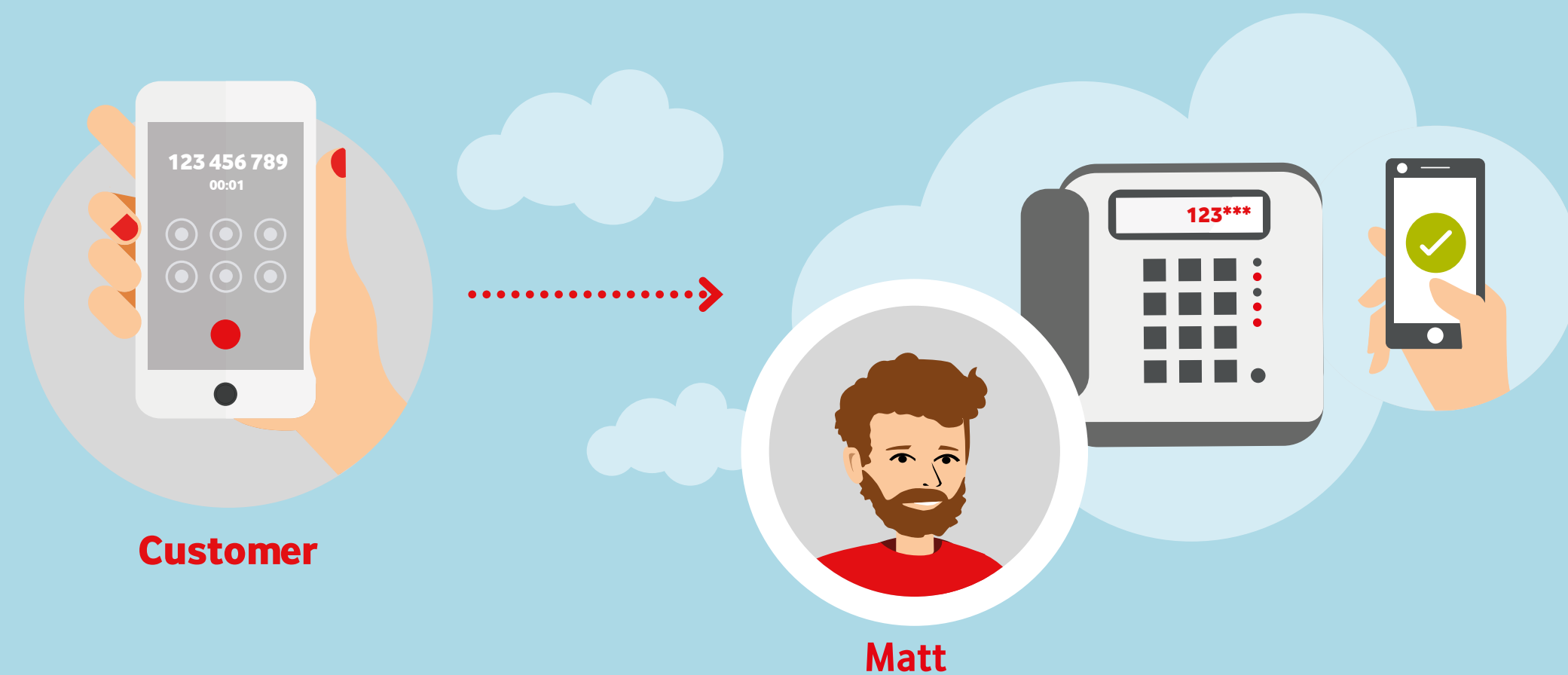
Scenario 4 – busy lamp field console

Busy not engaged: a customer calls Matt's mobile. Because he's on the phone, Sam's Attendant Console shows busy lamps for Matt's mobile and desk phone. Sam simply routes Matt's call to Simon.



Scenario 5 – single voicemail

One voicemail for all devices: Matt's phone rings. He can't answer. The call goes to voicemail and a message is left – across all devices. The red light glows. When Matt listens to/deletes the message from any of his phones, the light goes out.



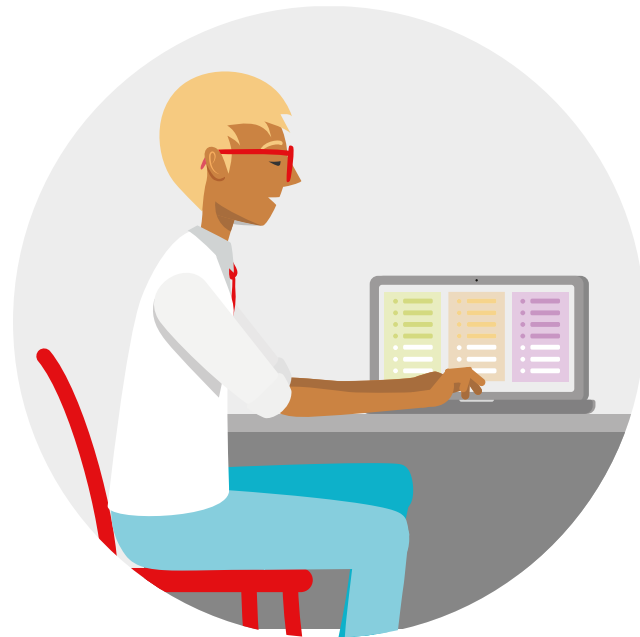
Scenario 6 – call transfer from a mobile

Automatic call transfer: a customer calls and hears the message that Matt is off work. No problem as the call automatically transfers to Kirsty.



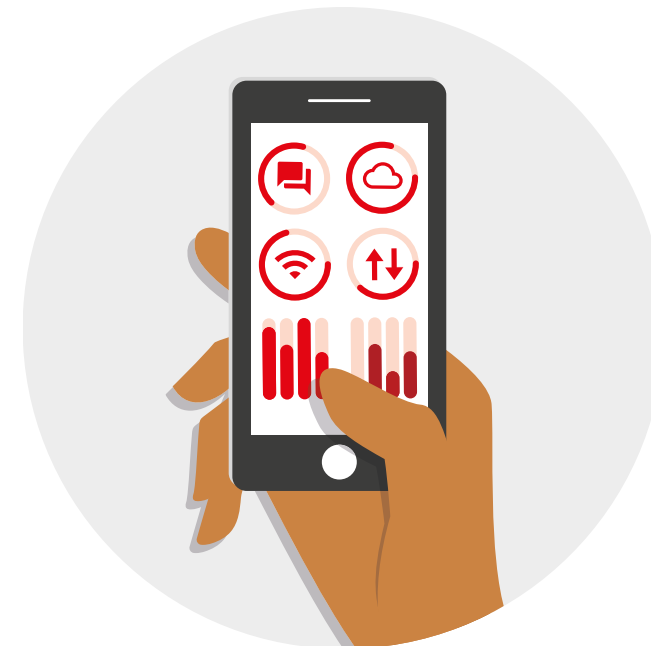
User types explained

One Net Business is designed for businesses with 10-250 people.
It works for three different types of user:



Office Users

Desk-based, either in the office or at home, with an IP phone and a geographic number



Mobile Users

Not desk-based, with a mobile device and a mobile number



Complete Users

Mobile and fixed desk phone users have a landline with a geographic number and a mobile device with a mobile number

Or **any combination** of the 3 user types above

Step by step to One Net Business

One Net Business is a one-stop shop for businesses wishing to move their fixed and mobile contracts to one provider – with one point of contact, one contract and one bill. But we understand that you're unlikely to renew your fixed and mobile contracts at the same time. That's why you can move to One Net Business, and unify your communications, one step at a time.

You choose

How and when you move is entirely your choice. You don't have to change all your systems overnight.

You can choose One Net Business as a complete package or join in two steps – in the order that suits your business best: mobile first or fixed first.

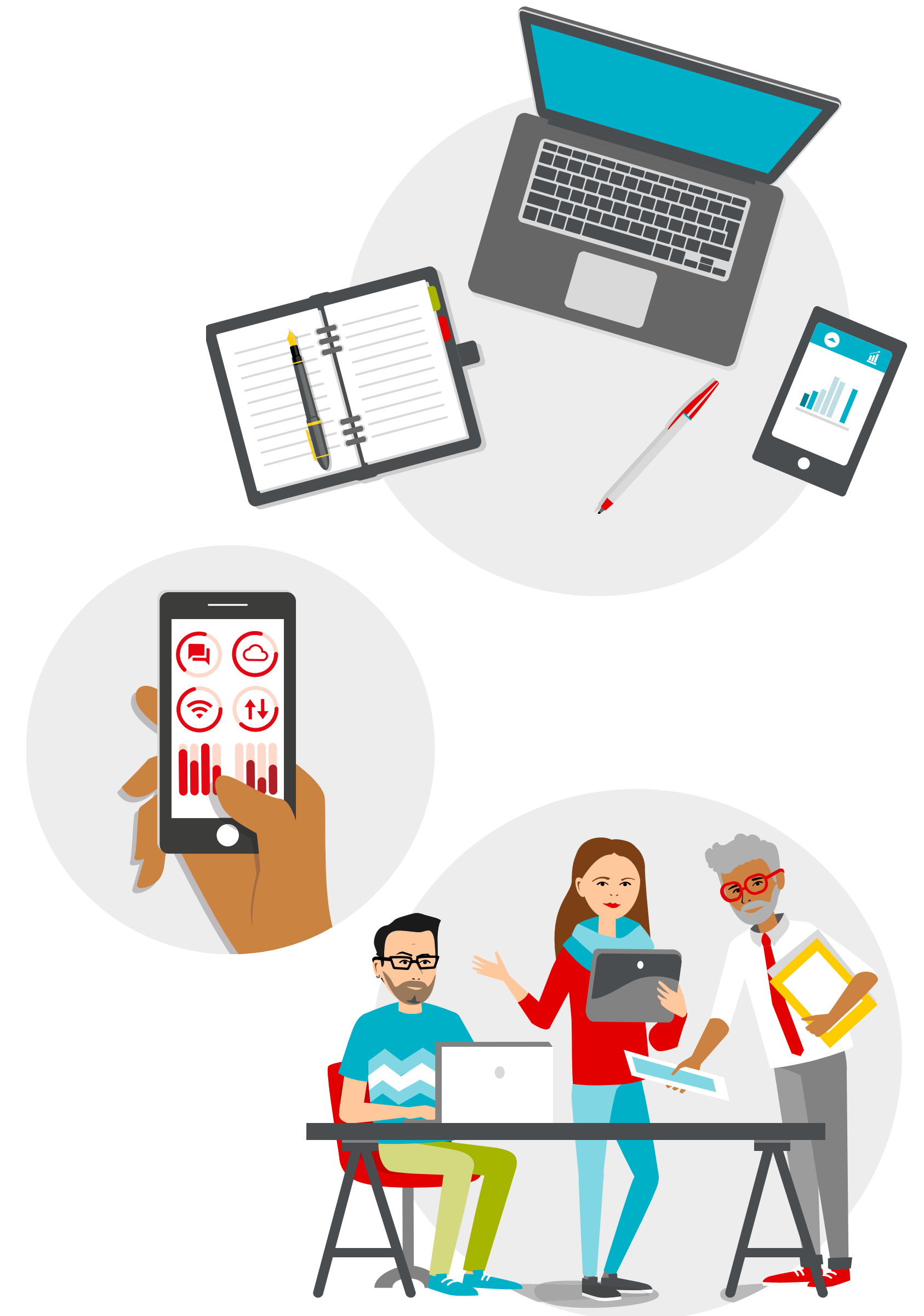
One Net Business: the complete package – mobile and fixed

One Net Mobile: just the mobile element – lets you move your mobiles to One Net Business when your fixed contracts aren't ready

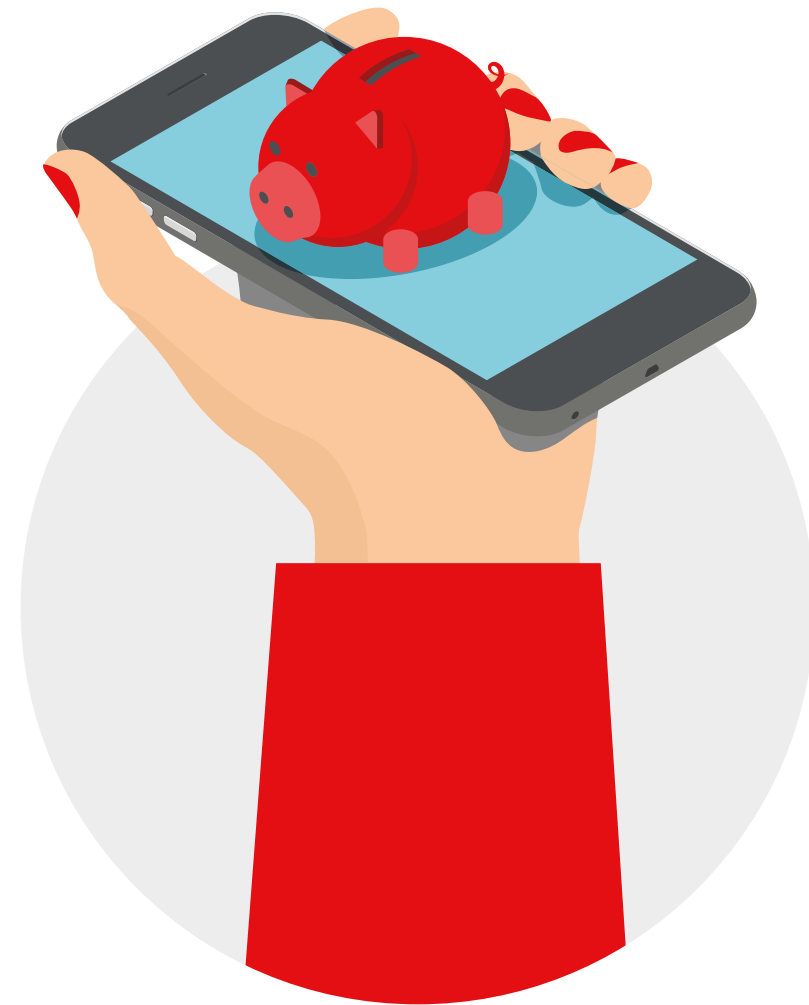
One Net Office: just the fixed network element – lets you move your fixed network when your mobile contract isn't ready

Bring your communications together as one harmonious, collaborative whole.

You can also add One Net Collaboration, so you can use all the One Net Business features and tariffs on Skype for Business calls you make using your Windows PC, laptop or tablet.



Why it all adds up



Low up-front costs

Because One Net Business is a cloud-based, Operational Expenditure (Opex) model, there's very little on-site equipment and therefore very little up-front capital investment. And you also get the simplicity of predictable monthly costs.



All inclusive

Professional services, such as design, project management and implementation, are carried out by our One Net Business specialists and fully included in the installation cost. For three or five year terms, there is no installation cost. To help get you up and running, a day of onsite training is also included – for free.



Flexible contracts

There's a choice of three contract lengths, each with a different pricing structure. Which contract works best for you?

Take control of your data



One Net Price Plans let you create a single pool of data that you share across your teams as you see fit – saving money and making sure your people can stay productive, whatever they are working on. You dip into the pool whenever you need it.

You're in control.

You tailor your plans to meet the exact needs of your business, with unlimited UK minutes, texts and added value extras like secure Wi-Fi.

The result? A refreshingly flexible, value-for-money and easily manageable data-sharing solution for your business.

Worry-free worldwide roaming

Vodafone is the only operator to allow uncapped and unrestricted data, which means your people can be as effective abroad as they are at home.

Our One Net Price Plans stretch way beyond the UK. You can add Traveller Plans – including non-geographic and international calling options – to tightly tailor your own tariff to meet the individual data needs of employees who work abroad.

Choose any of the Traveller Plan options and there's no daily charge for data in Europe – it's inclusive. You can roam like you're at home...

Get your plan ready to travel



Available with all One Net Price Plans – choose a One Net Extra, Travel Value or Travel Extra plan and get up to 300 minutes of international calls included. Employees always on the go around the EU? Choose a Travel Value or Travel Extra plan to get their UK calls and texts included in their plan when travelling.

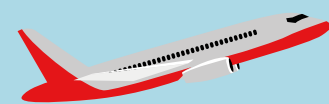
Business Traveller.

In Europe Zone 1 – no extra charge to use your UK allowance on any of the plans.

In Europe Zone 2 – no extra charge to use your UK allowance if you are on a TRAVELLER plan. Costs £2.50 per day to use our UK allowance if you are not on a traveller plan.

In the World Zone – costs £5 per day to use your UK allowance on all plans.

You are automatically opted into Business Traveller but you can opt out at any time.



The benefits are clear

One Net Business price plans put you in control of your data, so you can be more productive in the office, at home, on the move and even abroad – thanks to our integrated roaming options. As a Vodafone customer you get...



A real choice

You can perfectly tailor your One Net Business price plan to your business. First, choose between the Value Plan or the Extra Plan for all your account connections. Then decide how many Traveller Plans you need for colleagues who work abroad. Finally, select the data bundle you want to share amongst employees. Job done.



Smarter allowance

Simply choose the amount of data your business uses each month. Purchase a data bundle and share it with colleagues, as and when they need it.

You have the flexibility to change your data allowance every month. And you can change individual allowances anytime.



Cost-efficient control

Data sharing is incredibly cost-efficient. No more unexpected costs when an employee exceeds their allowance. Better still, no more wastage of unused data allowances chained to single users.

Instead, your flexible data bundle is set at competitive rates, with cost-effective roaming, plus all the value-added features that come with Vodafone's international and non-geographic minutes.







Data that flows – everywhere

Your people can stay connected and never miss an opportunity thanks to the constant flow of data.

And if they work abroad, our Traveller Plan lets them use their gigabytes as they would in the Europe Zones for no extra charge and in the World Zone for only £5 a day.

Vodafone One Net Price Plans

1. Pick your term Decide how long your contract will last 	2. Select your user type Choose fixed, mobile or both 	3. Choose your price plan Select a price plan 	4. Decide on your data Tell us how much data your business needs 
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VODAFONE ONE NET BUSINESS	OFFICE			MOBILE					COMPLETE				
USER TYPE	FIXED USER			MOBILE USER					MOBILE & FIXED USER				
DESCRIPTIONS	PPM	VALUE	EXTRA	PPM	VALUE	EXTRA	TRAVEL VALUE	TRAVEL EXTRA	PPM	VALUE	EXTRA	TRAVEL VALUE	TRAVEL EXTRA
PRICE - 5YRS (PER MONTH)	£7,00	£15,00	£19,00	£11,00	£20,00	£24,00	£25,00	£29	£18,00	£30	£34	£35	£39
PRICE - 3YRS (PER MONTH)	£8,00	£16,00	£20,00	£13,00	£22,00	£26,00	£27,00	£31	£21,00	£33	£37	£38	£42
PRICE - 2YRS (PER MONTH)	£9,00	£17,00	£21,00	£15,00	£24,00	£28,00	£29,00	£33	£24,00	£36	£40	£41	£45
MOBILE, LANDLINE, FREEPHONE	PPM	UNLTD	UNLTD	PPM	UNLTD	UNLTD	UNLTD	UNLTD	PPM	UNLTD	UNLTD	UNLTD	UNLTD
TEXTS	N/A	N/A	N/A	PPT	UNLTD	UNLTD	UNLTD	UNLTD	PPT	UNLTD	UNLTD	UNLTD	UNLTD
INTERNAL CALLS & VOICEMAIL	INCLUSIVE												
DATA (4G)	N/A	N/A	N/A	PPM	SHARED DATA BUNDLE £5/GB 1GB - 1000GB				PPM	SHARED DATA BUNDLE £5/GB 1GB - 1000GB			
PUBLIC WI-FI	N/A	N/A	N/A	N/A	2GB	5GB	2GB	5GB	N/A	2GB	5GB	2GB	5GB
ONE-OFF INSTALLATION CHARGE	INCLUSIVE ON 3&5 YEARS TERM, £500 ON A 2 YEAR TERM												
MONTHLY SITE CHARGE	125												
BUSINESS TRAVELLER (EUROPEZONE)	N/A	N/A	N/A	£2,50	£2,50	£2,50	inc.	inc.	£2,50	£2,50	£2,50	inc.	inc.
BUSINESS TRAVELLER (WORLDZONE)	N/A	N/A	N/A	£5,00	£5,00	£5,00	£5,00	£5,00	£5,00	£5,00	£5,00	£5,00	£5,00
NON-GEO CALLS	£2,08	£2,08	300 min	£2,08	£2,08	300 min	£2,08	300 min	£2,08	£2,08	300min	£2,08	300min
INTERNATIONAL CALLS	£8,00	£8,00	100 min	£8,00	£8,00	100 min	200 min	300 min	£8,00	£8,00	100min	200 min	300min

Q&A's – click a question on the left to reveal the answer...



Q&A's – click a question on the left to reveal the answer...

A cloud-based telephone system like One Net means that you no longer need to host a telephone system on your premises; you simply connect to One Net via our secure service.

We take care of maintenance and upgrades, so you can focus on running your business.

Q&A's – click a question on the left to reveal the answer...

The downside with traditional on-site phone systems is that, if there's a problem at a site or with connections, those calls would fail and customers might not be able to get through to your business.

Because the One Net system is hosted on our network, it has quadruple redundancy and failover services. In case of an outage on your fixed service, we build a disaster recovery plan which involves automatically routing all of your fixed calls to your mobiles.

Q&A's – click a question on the left to reveal the answer...

All the features and functionality on One Net Business are comparable to a traditional phone system with the added benefit of fixed and mobile convergence. What's more, standard phone lines all have the same failure point into the office and they don't have One Net Business's ability to switch calls to another office either.

Q&A's – click a question on the left to reveal the answer...

It's true that most cloud-based phone systems use your existing data connection rather than insist on a separate line as we do. We believe that a line installed and monitored by us – and that only our call traffic will use – is the best way to maintain call quality without relying on another provider or the Internet.

By routing your voice calls through an existing line that carries other traffic like data, the quality of your calls could be compromised. Using another provider's data line not only increases the complexity of the solution but also the time it takes to resolve problems.

Q&A's – click a question on the left to reveal the answer...

Our core support hours are Monday to Friday 8am-6pm and we also provide out-of-hours support for major faults which we'll escalate at any time, any day of the year. We'll investigate the fault within 30 minutes and confirm remedial action within 24 hours. If your on-site hardware fails, we'll replace it within four hours of diagnosis and any broken handset will be replaced by the end of the next working day.

All DSL and Ethernet connections have Enhanced Level Care, ensuring the swiftest response possible. We monitor the service 24/7 and will immediately notify you if our automated checks reveal any issues.

Q&A's – click a question on the left to reveal the answer...

No, if anything it will give you more freedom. The world is moving to an online, cloud-based environment. Rather than find the space in offices and manage and maintain equipment in-house, many businesses now find it easier and more cost-effective to have experts and specialists deliver the services they need – rather than owning and managing everything themselves.

You'll still have the flexibility to move your phone services – with no complications – to another provider at the end of your contract.

Q&A's – click a question on the left to reveal the answer...

Cloud-based phone systems are a big help with office moves. If you want to keep the original office numbers, you can. If you want new numbers, you can add those too. We'll work with you to plan your office relocation and move your service to your new site.

Within our cloud-based Application Server we simply redirect your numbers to the new site and you're up and running. It's simple, efficient and effective.

Q&A's – click a question on the left to reveal the answer...

Vodafone One Net is the only cloud-based phone system that truly integrates your mobiles and your landlines. That's because Vodafone owns both mobile and landline networks. No other provider can offer this, which means you benefit from the simplicity and cost-efficiency of having a single provider, point of contact and bill.

Q&A's – click a question on the left to reveal the answer...

Yes. One Net can be provided over ADSL (copper) broadband, FTTC (Fibre to the Cabinet) and Ethernet. We've got it all covered.

Choose Ethernet and the connection will be large enough to carry both voice and data services. If you'd planned to get One Net Business via ADSL or FTTC, you can upgrade to Ethernet instead.

Q&A's – click a question on the left to reveal the answer...

For help and support, you can visit the One Net Information Site:

(ONIS) at <https://onenet.vodafone.com/latest/uk/en/content/topics/cf/help/help-and-support>.

Contact your Vodafone Partner Savincom

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www.savincom.co.uk

The future is exciting.

Ready?

