

# Business Communications in the cloud

Vodafone One Net Business:  
your evolution towards a fixed and  
mobile converged service



**Vodafone**  
Power to you



## Reduce the number of missed calls with a simple solution from Vodafone

Vodafone One Net Business combines fixed and mobile services into one cloud-based solution, reducing the number of missed calls, making costs more predictable and keeping your business better connected.

Managing day-to-day communications can be challenging. A dynamic business communicates effectively with its customers and suppliers, no matter where its employees are located - whether in the office or off-site. Lost calls lead to lost business and lost time, while upgrading the fixed, mobile and communications system is often complicated and expensive. Capacity problems slow down telecoms and affect response time. As flexible working evolves, companies need to adapt to new situations and new ways of communicating.

### Hosted Unified Communications (UC) services are at the core of business operations:

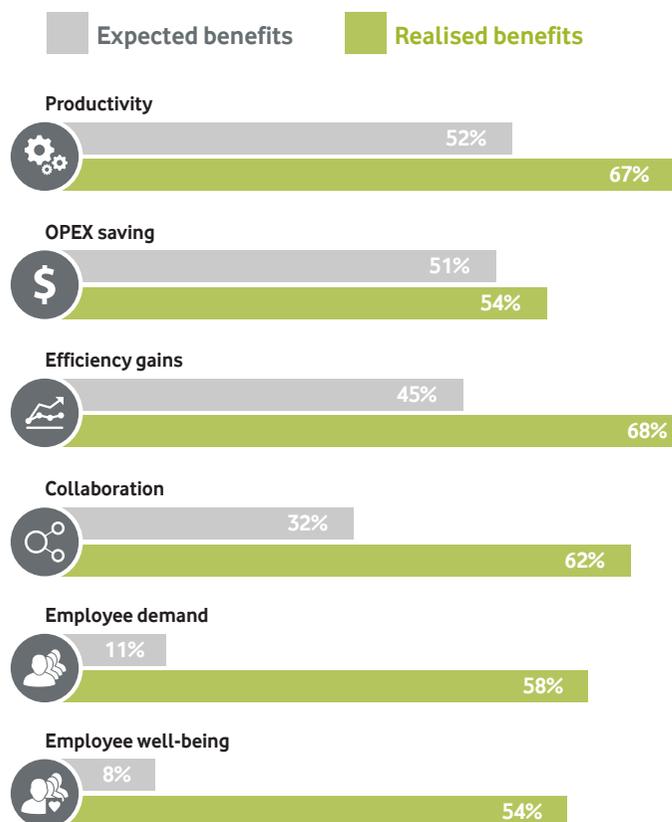
“ The trend of SMEs investing in ICT will support the growth of the hosted UC services market. Small businesses are eager to take advantage of UC applications customised to their needs, and hosted services offer them access to advanced communications at a predictable, monthly charge. Typically, with a short-staffed IT department and with limited access to capital funding, small businesses represent a natural target for hosted services. ”

– Frost & Sullivan

### Vodafone One Net Business

Vodafone's expertise and extensive know-how provides a simple solution for companies struggling with missed phone calls, complex mobile, landline phone and business communications systems, as well as high costs related to it. Vodafone One Net Business enables future-proofed flexible working within a pay-as-you grow model on our secure, managed, network.

### Businesses are looking to move to unified communications to achieve meaningful benefits:



Source: PwC SME survey, Feb 2015, (n = 400)

## Effective collaboration at work

Vodafone One Net Business is designed to reduce the number of missed calls and missed opportunities. Be more collaborative in the workplace and reduce communication barriers.

### Vodafone offers greater agility, productivity and efficiency with less complex solutions:

- 1. One number, one voicemail for your customers:** make or receive calls from any phone with a single voicemail
- 2. One provider, one bill, pay-as-you-grow:** for all fixed and mobile requirements
- 3. Future-proofed, simple technology in the cloud:** Regular new software releases and an easy-to-use online portal that lets you manage you manage your UC services directly
- 4. Direct calls:** get through to the person or team you need
- 5. Always ready to answer:** monitor the call availability of colleagues and direct calls as needed
- 6. Better collaboration:** through IM, presence, video and more...

### Vodafone's hosted Unified Communications (UC) services provide all the benefits of

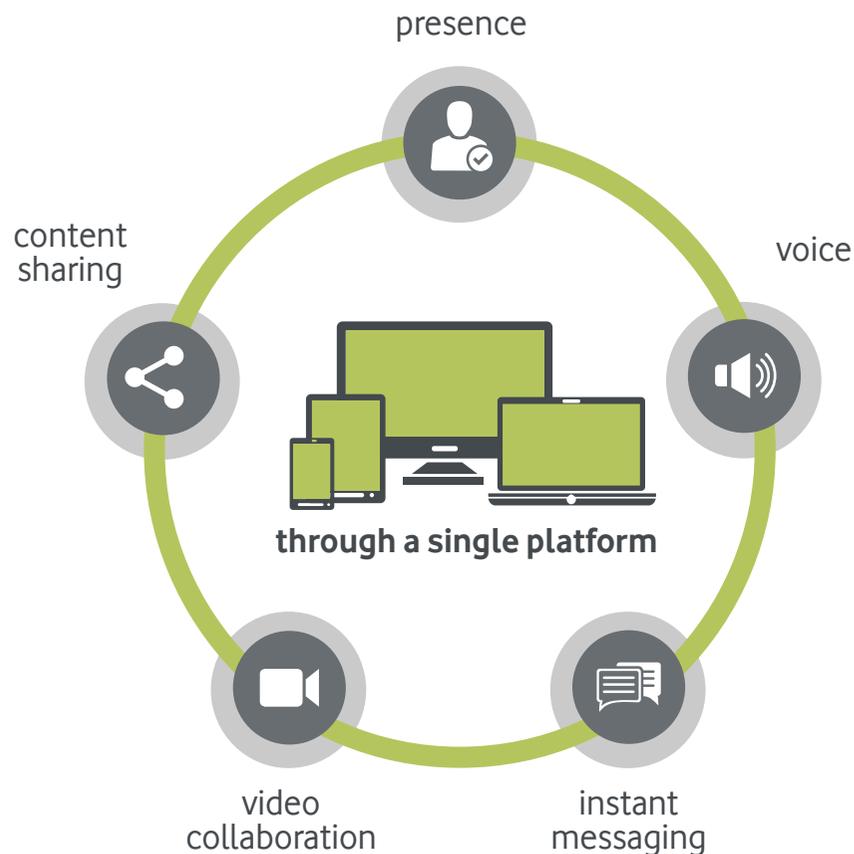
- voice including hunt groups, conference calling, call centre and receptionist functionality,
- instant messaging and presence,
- video collaboration,
- and content sharing through a single platform.

### Why is hosted UC better than traditional, on-premise UC?

**One package:** Mobile and fixed access, single support route, fully converged user experience, single bill

**Simplicity:** Configurable for each user, easy-to-understand, intuitive, always upgraded to the latest feature capabilities

**Cost saving:** Optimal mobile tariffs



## Bearmach improves communications

With five different locations, Bearmach needed a new telephony system providing seamless communications and full flexibility for the staff..



**“Vodafone made a real effort to understand our business and took time to get to know us as people. We spent time with members of the Vodafone team with varying expertise and experience - it was very impressive. The ability to integrate desk phones and mobiles has had a noticeably positive effect on our ability to stay connected, to be accessible and contactable. It gives us a level of flexibility that we didn’t have before.”**

– Julian Burgess, Finance Director, Bearmach on using Vodafone One Net Business

## Bearmach also uses Vodafone One Net Business

As the world's largest independent distributor of genuine Land Rover parts and accessories, selling to more than 120 countries including several national governments, Bearmach was looking to improve their communications system.



### Capacity problems addressed

Bearmach needed to equip the company's 160 employees with a telephone system that enabled them to communicate swiftly and effectively internally, to be agile when dealing with customers and suppliers.

Vodafone One Net Business simplified the management of their telephony system with transparent costs and one monthly bill, providing just what they were looking for.

**“ Unfortunately we had outgrown our previous system. We were having capacity problems which were interfering with some calls and slowing down our data. In addition, with many of our customers based in rural locations, we were having signal difficulties. These issues were becoming more and more significant for us, and the time had come to address them ”**

**“ The ability to integrate desk phones and mobiles has had a noticeably positive effect on our ability to stay connected, to be accessible and contactable, especially with colleagues out in the field, both in the UK and abroad. It gives us a level of flexibility that we didn't have before. ”**

— Finance Director Julian Burgess

Capacity and connectivity issues have been solved; the use of mobiles was extended to the warehouse staff as well with improved response times supporting Bearmach's growth in the UK and also overseas.

## What does Vodafone One Net Business provide to you?

Feature	Benefit
<b>Integrates fixed and mobile</b>	Fewer missed calls, better customer experience and easy adaptability. Direct, monitor and switch calls whenever needed.
<b>One number, one voicemail</b>	No need for a separate landline and mobile number.
<b>Hosted in the cloud and on our robust and substantial network</b>	Getting rid of maintenance fees for on-site equipment reduces cost and complexity for the business.
<b>Presence and messaging (chat)</b>	Save time finding team members and use instant messaging for quick communications.
<b>Collaboration</b>	Multiple collaboration tools to make it even easier to stay in touch with colleagues and customers. With the option to combine One Net Business with Business Apps and Services, such as Skype for Business or Google to let you answer calls on your fixed phone, mobile, tablet or computer.
<b>Pay as you need, for what you need</b>	You pay for the service you use, making it easy to grow with your business.
<b>New features released in the cloud</b>	New capabilities, ideal for a Ready Business, will be provided as they become available, keeping your business one step ahead.
<b>Bring Your Own Device</b>	Better employee experience. Recruit and retain the best talent by offering BYOD and Flexible Working solutions.
<b>Fully managed service</b>	Reduced management time, skills recruitment, maintenance and support. This is all included in Vodafone's service..
<b>Customer administration control</b>	Provides service information and control via the online Feature Management Portal.



**All you need**  
one package for all  
your comms



**Under control**  
intuitive and  
easy-to-understand



**Cost-effective**  
free calls across  
locations

### End-to-end support for fixed and mobile services

Switching to Vodafone One Net Business is easy. You only need to provide the following details:

- Information about your business and employee needs
- One Net Service Configuration details (in consultation with Vodafone)
- If you have access to the Vodafone fixed network to receive Broadband or Fibre data connection
- If you have a Local Area Network (LAN) connection in the office
- A single point of contact during the fulfilment stages and for on-going support

## Easy online information, training and support

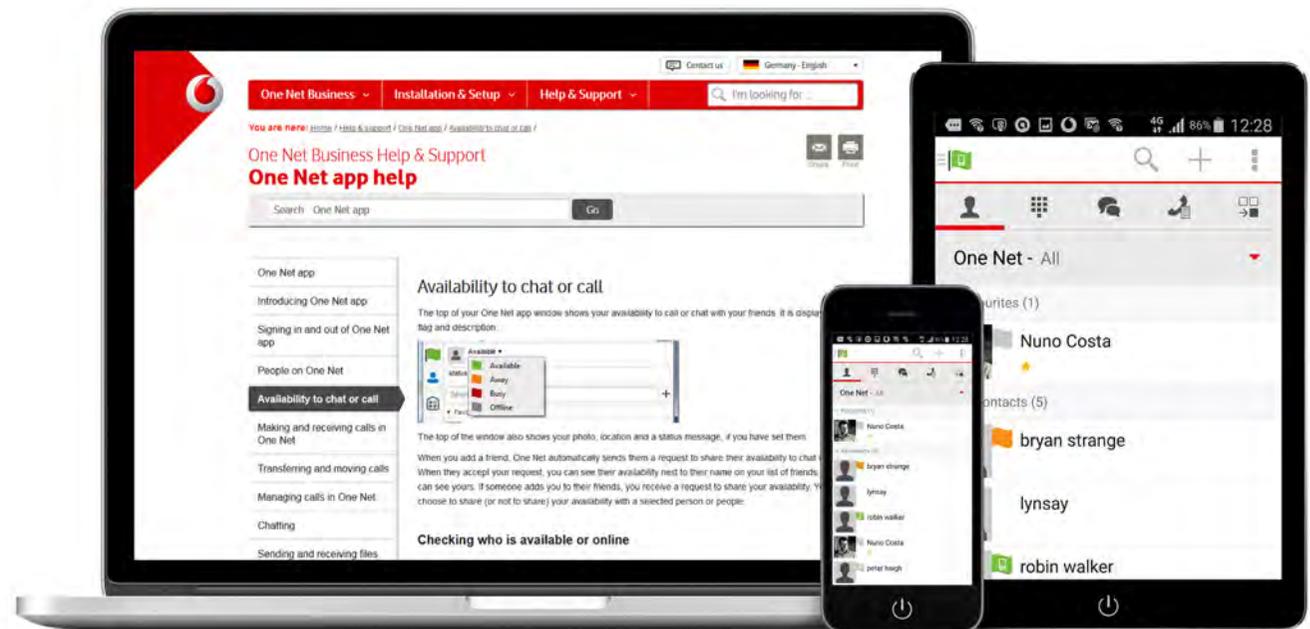
Vodafone provides easy-to-use One Net Business information, training and support to help you get the most out of your Unified Communications service.

### One Net Business Online information, training and support

Easy-to-use site to help you make the most out of your One Net Business Unified Communications system, which includes feature and functionality information, how-to training PDFs and videos, plus additional help options.

### Vodafone provides easy-to-use One Net Business software and apps

Vodafone gives you a consistent experience across all your devices, so you can easily access all of your Unified Communications services from any location. This ensures that key communications don't get lost or delayed, and enables you to maximise the productivity of your workforce.



## Why Vodafone One Net Business?

If you want to integrate mobile and fixed networks, Vodafone One Net Business is the right solution. As a service managed end-to-end, Vodafone takes care of the platform enabling you to focus on improving productivity with reduced monthly costs. Join millions of One Net Business users across the globe and let us manage your wider telecommunication needs through our great range of services including mobile, security, email and document management.

To discover more on Vodafone One Net Business, please contact Vodafone and visit: [vodafone.com/business](http://vodafone.com/business)

### Award winning integrated communications services

