



Agreement? With the sharp rise in hybrid working, the need for digital transformation has never been so important.

But many organisations have been faced with poor

connectivity, a lack of security and technology that

doesn't meet their transformation goals. The Success Agreement is a whole new way of working that puts your organisation's goals at the heart of our relationship. We think you should expect more, so we're going above and beyond the standard SLAs by making a unique

commitment to your success, built on

partnership and flexibility.

How you'll benefit our commitments to you

Commitment to

reducing the

cost of change

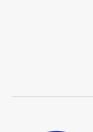
Commitment to

your success

A bespoke agreement guided by a joint C-Suite Success Board We are so confident our services will help you achieve your

Commitment to

more flexibility



you to agree a plan of action.

Flexibility In addition to the Success Agreement, we will flex your service agreement terms to provide for a 15% change allowance. This means you can concentrate on evolving your business, and not worry about what happens if things change.

Dual running costs as you move between suppliers can get very expensive very quickly. So we won't charge you for the first three months service charges, allowing you to

We'll take care of the details and make sure everything about our agreement is geared towards your success. We're not just here to make sure things run smoothly: we're here to make sure your organisation is better off with us as a partner. You should expect more from your IT solutions provider.

business goals, that if they don't, you will have access to our C-Suite leaders via a Success Board and receive a reduction in your relevant monthly service charges. This Success Board will step in when success isn't being realised and work with



Next-level service

And it starts here.

concentrate on growing your business.1

Reduced dual running costs



Contract and agreement of business goals We will work with you to identify your business goals and set up your bespoke agreement with us.

Deployment

Realising your goals

The Success Agreement kicks in once deployment has concluded and for the next six months, we work with you to realise these

The service will be deployed and made

operational following standard contract T&Cs.

commitment to your

success work?



defined success goals. After six months, if your goals aren't being met, we'll roll up our sleeves to help you get back on track. We'll even credit back 25% of the relevant

previous 6 months, and reduce your ongoing monthly service charges by 25% until you've reached your agreed goals (up to a maximum of a further six months).

service charges you've paid to us over the

Why now? Now's the time to make sure your connectivity is more reliable and secure than it's ever been before. So you can support a hybrid working approach for your people.



of employees feel remote working should be the new default²

61%

Want to know more?

say they would be as.

or more, productive if

they could work in their

preferred way2

Talk to your Account Manager Or call us today on 0800 955 5590



² https://www.o2.co.uk/business/why-o2/insights/dynamic-working