



# seamless switch

## enjoy a smooth transition to Orange

We know that switching mobile suppliers is an important decision and that any disruption to your business need to be minimised to keep your workforce in uninterrupted contact with colleagues, clients and suppliers.

At Orange, we have developed a hassle-free joining process for our corporate customers. As part of this process we've developed many tools and services which guarantee the transition happens smoothly, giving you peace of mind at every stage.

### pre-sales

#### your account team and pre-sales support

When you choose Orange we give you a dedicated account team who look after every area of your transition. Your account manager and technical pre-sales manager can understand your specific business and technical needs, and make sure that new services integrate seamlessly into your existing systems and processes.

### coverage surveys and solutions

#### surveys and onsite coverage solutions

A qualified engineer from our special projects team can visit your remote sites and VIP's homes to do a full onsite survey. Some sites will benefit from our portfolio of indoor coverage options and we will work with you to identify the best solution for your business.

### implementation

#### meet your project manager

A customer project manager will look after the logistics of your transition, including:

- migration planning
- end user training
- device and service assessment and provision
- technical coordination.

Your project manager will make sure that you understand and agree with all the actions they take, and will make you aware of any cost or time implications throughout the whole process.

### device customisation

You don't have to spend days configuring all your new company phones before you can start using them because we'll do that for you.

We tailor over 100,000 phones a year for our corporate customers and we believe we're better at it than any of our competitors.

#### customisation options include:

- battery charging so your employees can start using their devices immediately
- SIMs inserted and devices pre-connected
- phonebook established with key numbers included
- restricted dialling and speed dialling set up
- security numbers set
- existing devices recycled.

### training options

When you choose Orange your business can take advantage of a bespoke training programme as part of the package, so your team can get the most from their services and save your IT department time and money.

We will also work with you to measure the return on investment so you can see real tangible benefits.

### flexible billing

We set up a bespoke account and billing structure, with free web tools to help you keep on top of payments and see what you are being billed for.

Web Self Serve allows you to efficiently manage your accounts and users providing real control and saving valuable time.

See [www.orange.co.uk/business/webselfserve](http://www.orange.co.uk/business/webselfserve) for more info.

## how we deliver a seamless switch

### 1 we write a project plan that covers everything

Our implementation team will meet with you to discuss what you want, and clarify exactly what we deliver, and when each stage happens. This all goes in the project plan.

### 2 we collect all the information we need about your end users

To make this seamless we collect the names, job titles and current phone numbers of everyone in your organisation who will be switching to Orange.

### 3 we work out the right account and billing structure

You tell us how you want your bill structured, the key information you would like included, and your preferred billing date and payment method and we structure your account to meet your needs.

### 4 we confirm exactly what you've ordered

Our implementation team goes through exactly what phones, accessories and equipment you ordered when you signed the contract. If you use car kits, we will advise you whether they will work with specific Orange equipment.

### 5 we work out the numbers

When you move to Orange, you can keep your existing phone numbers or we can give you a set of new numbers to choose from. It's up to you.

### 6 we arrange delivery

You let the implementation team know where and when you want your phones, accessories and equipment delivered. We'll label each phone for you to make getting them to the right people hassle-free.

### 7 we connect you

Once the implementation team has verified all your user details and set up your account details and final billing requirements, then each user is given a phone number and connected to the Orange network.

### 8 we recycle

There are millions of mobile phones in the world and we want to help make sure that the old ones don't end up as landfill. Orange Recycle is free for our business customers. Just return any unwanted phones, batteries and accessories to us, and we'll reuse, recycle or dispose of them safely.



For more information about additional Orange products and services, call Orange Business Solutions free on **0800 037 3337**, or visit our website at [www.orange.co.uk/business](http://www.orange.co.uk/business)

The information contained within this literature is correct at the time of going to press, but Orange reserves the right to make subsequent changes to it and services may be modified, supplemented or withdrawn. Service plans are subject to terms. © Orange Personal Communications Services Limited 2005. Orange and wirefree and dual band and any other Orange product or service referred to in this literature, are trademarks of Orange Personal Communications Services Limited. Registered Office: St. James Court, Great Park Road, Almondsbury Park, Bradley Stoke, Bristol, BS32 4QL. Registered Number: 2178917 England. All other trademarks acknowledged. January 2009.