



Working with an O₂ Centre of Excellence Partner

Helping you join it all up

O₂ is committed to helping customers find the communications solutions that are right for their business. We work with our customers to understand their needs and offer innovative joined up solutions that add value and drive efficiency and productivity.

We've selected a small number of premier Centre of Excellence Partners to work with customers of all sizes. These Partners are an integral part of the O₂ family – and they share our commitment to providing an exceptional customer experience and a trusted approach.

Whatever your business – our Centre of Excellence of Partners have the knowledge and expertise to deliver the solutions and service you deserve.

What is the O₂ Centre of Excellence?

The O₂ Centre of Excellence programme sets demanding qualifying criteria including excellent customer service and a true focus on delivering leading-edge solutions within the business market.

Centre of Excellence Partners benefit from our leading sales, marketing and customer service support, which means they can provide you with the best possible experience.



Why work with an O₂ Centre of Excellence Partner?

Business to Business expertise

All O₂ Centre of Excellence Partners are experts in delivering the latest O₂ business solutions. They have lots of experience in providing customised solutions based on individual business requirements.

O₂ Centre of Excellence Partners have a flexible, consultative approach and access to all the necessary support and resources to enable them to develop a tailor-made solution that delivers results for your business.

Evolving knowledge of the latest business solutions

We invest in our partners to keep them up-to-date with innovation, market trends and leading edge technologies.

They have open and early access to the O₂ roadmap, so you can be confident you are getting access to latest information.

And priority access to trial solutions and devices means you can work with us to shape the future.

The best propositions, resources and people

We regularly enhance the benefits of our Centre of Excellence programme - providing exclusive offers and services to programme members and their customers. Centre of Excellence Partners can also sell the Palm Pre, only available on O₂ and the iPhone.

Our world class Partner Training Academy coupled with strict accreditation mean you will be working with high calibre Partners, who can speak to you with confidence and knowledge about how communications solutions can help your business.

We work closely with our Partners on the recruitment, training and development of their people, so you know you are dealing with the most knowledgeable and well equipped people.

Local presence and understanding

Get the best of both worlds. A global company, leading the way with the latest innovation. Managed by regional Partners, with local knowledge – getting to know businesses and the way they work.

Our Centre of Excellence Partners are located throughout the UK and their regional presence means they're on hand to help when you need them most. Allowing you to choose a local supplier with the back up of the communications provider of choice for UK businesses.

Dedicated customer support – service that goes further

At O₂ we put our customers at the heart of everything we do – a passion our Centre of Excellence Partners share.

They have access to a number of dedicated service support tools to help them provide an unbeatable customer experience. Priority access into O₂'s care and implementation teams means you will enjoy a swifter response to your queries and requests and a better quality of service.

What else can Centre of Excellence Partners offer?

- Set up Bill Analyser on your behalf and train your people on how to use it. This allows you to manage your account more effectively – saving you time and hassle and allowing you to make the most of your tariff
- The best deal – every six months we'll check you're on the right tariff and let you know if you're not
- Access to O₂ Priority ticketing – as an O₂ customer, you'll be at the front of the queue for tickets to the hottest events at the O₂ and our UK wide O₂ Academies.