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Client: Vodafone Global Enterprise
Project: ABC Lite proposal 1
Media: Digital
Date: January 2010
Draft: Final

Front cover titles

Vodafone Global Enterprise

Title

Date

The power to achieve more

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Enjoy the journey

The global marketplace is changing fast. New challenges, new opportunities and new ways of working characterise an increasingly competitive business landscape; a place where customers expect much more for a lot less.

In such an unpredictable commercial environment, we recognise that improved financial management and greater operational agility are critical to achieving your business goals. We also recognise that communication technology can help drive your business ahead of the game – and keep it there.

With Vodafone Global Enterprise, streamlining your global communications empowers your organisation to achieve more. It gives your people the flexibility to work efficiently and effectively from anywhere in the world, and it gives your business greater control over costs.

As the global communications leader and acknowledged industry innovators, no one is better placed to help you improve performance and get your business to where you want it to be. It's your journey, and we're with you every step of the way.

Nick Jeffery – CEO, Vodafone Global Enterprise

> Insert author and contact details

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Contents

We've prepared this document to provide [company name] with more information about Vodafone Global Enterprise. Here you'll see how our pioneering approach to integrated global communications, our products, our service and our people are helping multinational businesses of all sizes achieve their objectives.

If you'd like to discuss in more detail how we can help you meet your specific business goals, please don't hesitate to contact [insert name and contact details], your dedicated Global Account Manager.

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Connecting your mobile world

Global enterprises in today's mobile world recognise that good communications technology is at the heart of successful business. It connects international teams so they can work together seamlessly. It allows flexible and remote working that saves money and reduces carbon emissions. And it improves customer satisfaction by providing a faster and more reliable service.

But the most effective global communications infrastructures can achieve much more than this. Vodafone Global Enterprise has the experience, expertise and technology to harness the power of streamlined communication, providing tailored solutions that simplify management, reduce risk and control costs – enterprise-wide.

Our voice and data solutions combine to create best-of-breed applications that are intelligently applied to your own individual business situations and operating environments. We spend time getting to know your business and understanding your needs to ensure our solutions meet and exceed your expectations. From mobile to fixed line, broadband to voice over Internet, and Microsoft systems to machine to machine, we set the standards for global enterprise communication.

Making a real difference

Case studies

GE Capital Solutions – Improving productivity and customer responsiveness

The need

GE Capital Solutions is one of the world's largest suppliers of vehicle leasing and fleet management services. With around 2,900 employees worldwide, more than 1.3 million cars under lease, and service management in 22 countries, its customers range from small businesses to the largest corporations, including Vodafone.

Vodafone Global Enterprise is GE's main provider of mobile voice and data services around the world. Each GE business is able to select and purchase the most suitable mobile solutions for their particular needs, benefiting from our truly global support, project management and spend information. GE has its own Global Service Manager at Vodafone who is responsible for managing all of its worldwide mobile communications needs, as well as access to service teams based in over 15 countries, representing 17 nationalities and speaking 12 languages.

GE Capital Solutions needs to ensure that wherever its employees are, they have access to tools that enable them to work more productively and more efficiently. At the same time, it needs to control costs and manage its mobile spend tightly. In Europe, many of GE's staff frequently work away from the office. The company recognised that having the right mobile data tools would improve the productivity of these employees, and allow them to work effectively wherever they were.

The solution

BlackBerry devices can be an invaluable way to improve productivity in mobile workforces. With a lower proportion of GE's European workforce using BlackBerry than those in the USA, GE, Vodafone and Research in Motion (RIM) conducted a productivity study for GE mobile in the UK and Germany. Of the 1,470 people who responded, most were mobile between 25% and 75% of their working day. They said their top communication needs were answering emails and staying in touch with the office. 50% of participants already used a PDA or BlackBerry, and of these, 70% said that at least 31 minutes every day of downtime was converted into productive time. 39% of users reported time savings of over 60 minutes per day, and 66% said they also recovered an additional 31 minutes or more of personal time every day.

Equipping GE's UK and pan-European workforce with BlackBerry devices from Vodafone has resulted in significant benefits. "BlackBerry is the perfect tool to travel with and gives us very quick and easy access to email, particularly when there's no time to start up a laptop to check messages," says Peter Ström, European Commercial Director of Strategic Relationships. "The benefits are improved productivity and being more accessible to customers." In the UK, Sue Hossach, GE's Salesforce Effectiveness Leader concurs, "We've found the team are saving an hour a day or more with the BlackBerry provided by Vodafone."

AkzoNobel – Reducing complexity, controlling costs

The need

AkzoNobel is a global manufacturer of paints, coatings and specialty chemicals, based in Amsterdam, the Netherlands, with 60,000 staff in more than 80 countries. Around 23,000 employees use mobile voice or data services, and until recently, mobile communication was managed on a site-by-site level, which meant dealing with multiple service providers and contracts. This was complicated, and led to variable levels of service, as well as costs that were difficult to control.

By implementing a global programme called 'OneVoice', AkzoNobel is rationalising the procurement of all of the company's telecoms services – including mobile, fixed voice and audio/net conferencing services. By selecting a single strategic supplier for global mobile communications, AkzoNobel can take advantage of economies of scale to reduce the total cost of ownership and improve management control, at the same time as increasing staff productivity.

The solution

AkzoNobel selected Vodafone Global Enterprise as its mobile communications partner, with just one contract and service agreement, worldwide. In the first phase of the rollout, 14 countries were included, covering the majority of AkzoNobel's European operations. This was extended over the first year of the contract to over 40 countries, including countries in Asia and Latin America. We provided handheld voice and data services and products, as well as 3G broadband connectivity with datacards for laptops to help AkzoNobel's staff improve their productivity when they are out of the office.

"We chose Vodafone Global Enterprise because of its wide presence across our operating countries, and the global management capabilities and reporting services it is

able to provide,” said Gerard Helmink, CIO, AkzoNobel. “Working with Vodafone is enabling us to achieve our OneVoice goal of rationalising and consolidating with as few suppliers as possible,” added Geert-Jan van Bommel, Manager of Global Voice Services, AkzoNobel.

To manage AkzoNobel’s global mobile communications, van Bommel runs a small shared services team which works with a representative from each of AkzoNobel’s 20 different business units. Vodafone Global Enterprise provides AkzoNobel with a dedicated Global Account Manager, who is a single point of contact for any issues, worldwide. By consolidating the management of its mobile communications, Vodafone is also helping AkzoNobel through a period of substantial transformation after the sale of its pharmaceutical division and the acquisition of ICI.

We provide a standardised portfolio of mobile devices, including BlackBerry and Windows Mobile Email devices to enable staff to stay connected while on the move. All devices will soon be ordered through dedicated web portals from Vodafone’s Global Enterprise’s service centre in Cairo, Egypt. “As we standardise the mobile service, we need a uniform pricing scheme, a uniform handset offer and a uniform service agreement in each country, which Vodafone can provide for us,” said van Bommel.

AkzoNobel also benefits from using Vodafone’s Spend Manager, a web-based analysis and reporting tool, which gives it a single unified report for all countries, and the global visibility it needs to reduce the cost of its mobile communication.

“Working with Vodafone Global Enterprise is contributing to our business goals by reducing total cost of ownership, improving management and control, and giving us better insight into our spend on mobile voice and data,” said van Bommel.

Oracle – Consistently improving performance

The need

Oracle is the world’s largest enterprise software company, with operations around the world employing over 80,000 people. Like any large global organisation, Oracle faces the constant challenge of simplifying its communications infrastructure and reducing costs, at the same time as ensuring its employees enjoy the productivity benefits of the latest technology. Oracle’s international employees have different requirements and there are varying local market conditions too.

One of its biggest challenges is to provide end users with the same experience wherever they are in the world. In addition, with Oracle acquiring a number of companies over the last few years, there has also been a need to integrate new employees spread across different countries, with multiple mobile phone contracts in place.

The solution

In a worldwide partnership with Oracle, Vodafone Global Enterprise is helping the business meet these challenges and achieve the goals of centralisation, standardisation and consistency. We now provide voice and data solutions to 30,000 Oracle employees in 24 countries in the Americas, EMEA and Asia Pacific. In EMEA alone, we deliver mobility services for 9,700 staff across 19 countries.

Centralising services and implementing global contracts brings Oracle greater cost control. “We realised that by owning its own mobile infrastructure in the various countries, Vodafone Global Enterprise could provide consistent service at a lower cost than many other operators, which was attractive to us,” said Bengt Samuelson, Oracle’s Senior Procurement Manager.

“One of the main benefits of working with Vodafone Global Enterprise has been that it has enabled us to achieve consistency, with the same user experience regardless of country. This reduces the need for support, as our internal teams know exactly what equipment and services our users have, and also reduces administration work for procurement and other teams - so overall this translates to a cost saving for Oracle.”

A global account manager from Vodafone Global Enterprise provides a single point of contact and keeps management as streamlined as possible. Greater consistency, improved price predictability, and an easier to manage process for adding new services and connections come from a focus on establishing regional relationships, rather than dealing on a country-by-country basis.

The relationship is managed by both sides at all levels to build teamwork and trust, including regular global summits that are attended by Oracle and Vodafone Global Enterprise staff at a senior level, as well as the Country Account Managers. “These meetings have been very successful in ensuring the two companies work together to share the same end goal, and have been well supported by Vodafone,” commented Bengt Samuelson. “Vodafone Global Enterprise employees understand our different markets and challenges, they are flexible and easy to work with”.

Whirlpool – Driving down global communication costs

The need

Whirlpool Corporation is the world's largest manufacturer of home appliances, with more than 73,000 employees – including 14,000 staff across Europe – and over 70 manufacturing and technology research centres around the world. The company markets its brands to consumers in excess of 170 different countries and operates in a highly competitive international market where there is always a strong drive to reduce costs in every area – including mobile communications.

For a multinational organisation like Whirlpool, international mobile calls can be a significant expense, especially with the inefficiencies that come from managing multiple contracts across different countries. Recognising this, Whirlpool decided to review their mobile communications across Europe and find a single supplier that could simplify communication management, provide the latest technology and a consistent level of service, and help control costs.

The solution

Whirlpool has centralised its mobile communications across Europe with Vodafone Global Enterprise under a single Master Service Agreement (MSA) – instead of having multiple contracts with multiple providers. The intention is for the MSA to initially cover 15 European countries in Europe, although it is likely that the agreement will be extended to further countries.

The MSA provides a globally consistent portfolio of handsets for Whirlpool, simplifying asset management. Around 2,000 of Whirlpool's European staff use mobile handsets, including sales people, field engineers and shop floor workers, and the company has deployed BlackBerrys to all its directors and senior managers, so they can access email and data on the move. Whirlpool also uses the Vodafone Mobile Connect data card, allowing remote workers to use their laptops to connect to the Internet and access the company's servers, wherever they are working.

Roberto Caravati, Director, Indirect Procurement and Capital Acquisition for Whirlpool Europe commented "We chose Vodafone Global Enterprise for this contract because it was able to provide a cost-efficient European solution of the required scale, and because we see it as a potential good partner for future global co-operation. With a single European agreement, Whirlpool has improved visibility of its costs, and is able to efficiently reduce them wherever it can. This includes a provision for year-on-year cost

saving written into the MSA. The primary area where the company is achieving cost savings is in reduced roaming fees, as well as international costs between mobiles. Cashflow has also been improved by the extension of payment terms, compared to the previous country-by-country contracts.”

Accuread – A smarter way to increase revenue

The need

Accuread is part of the G4S group, which operates in over 110 countries and has more than 500,000 employees globally. Vodafone Global Enterprise has been the company’s mobility partner for over a decade, providing around 30,000 mobile connections across multiple countries.

In the UK, Accuread is the largest company of its kind, delivering metering, data management and support services to the utility industry. Accuread has around 2,000 staff directly employed in visiting homes and businesses to read utility meters. These are split into two groups: ‘cyclic’ meter readers whose work is based on a fixed calendar, and ‘non-cyclic’ staff who are responding to customer requests for a meter reading. In total, including field-based managers, nearly 750 of Accuread’s staff have handsets, of which around 40 are BlackBerry devices. The handsets are locked to provide voice calls and text messages only.

In 2008, Accuread visited 53 million domestic and industrial properties and provided 39 million utility reads to energy providers. Recently, the business has begun moving away from manually-read meters towards ‘smart metering’ solutions, where data is transmitted automatically back to a central office using a mobile link provided by Vodafone. Because staff don’t need to physically visit a meter, the company has been able to start exploring alternative ways of generating revenue from its field-based workers.

One area that has proved successful for Accuread is site investigation work for organisations like insurance companies or debt collection firms, where cost effective ways are needed to collect evidence and photographs in the field. To provide this service, Accuread’s staff needed a mobile solution that would allow them to take suitable photos and gather information from the claimant, then send this efficiently back to the company’s head office.

The solution

For this site investigation work, Accuread decided to implement a solution based around digital pens provided by Ubisys. These capture information written by the field workers on specially designed paper forms and are completed in a similar way to filling out a conventional form. Using familiar paper-based tools means that retraining is minimal, and Accuread's mobile workers adapted quickly to the new system.

A Bluetooth connection is used to transfer the data from the forms to the mobile phone handset, and it is then securely sent back to Accuread's head office as a PDF document, along with photos taken on the phone itself. Vodafone helped Accuread choose the best solution for its workforce, and ensured the digital pen, software and handset all worked together well.

"We looked at using ordinary digital cameras, but we would have needed to provide laptops for our staff to get the images sent back, which was too costly," said Paul Hann, Director of Operations at Accuread. "Vodafone helped us to choose the best mobile handset, which with so many models on the market, was a significant benefit in terms of time," said Hann. Beyond simply issues of cost, the mobile phone-based solution allowed us to use existing and proven technology, and meant we did not have to re-configure our back office."

Pages 6 & 7

Managing risk, controlling costs

Running a global enterprise is a complex business. And satisfying the demands of a challenging market by encouraging your workforce to be more responsive and flexible can sometimes appear to compound this complexity.

At Vodafone Global Enterprise, we focus on simplifying your communication infrastructure so that it's easier for you to manage risk and control costs. Our large global footprint and strong international partner relationships allow us to offer a portfolio of voice and data tariffs that address pricing variations across different markets and operators. We make the cost of increased enterprise mobility predictable and affordable.

[Company name] will benefit from simplified voice roaming tariffs, enterprise-wide and inter-company voice and data packages, together with consistent data pricing for

handheld business devices and individual data roaming agreements for personal laptop users. All tailored to your organisation's specific requirements.

[Panel graphic] FACT: over the last 12 months, we've helped our customers reduce their global communication costs by over 25%.

We also make it easier for you to monitor and manage your communications around the world with a range of systems, services and tools that offer greater control and reduced administration.

For example, a sophisticated, intuitive software tool provides detailed information about mobile usage and spend across multiple providers and users – so you're always able to identify trends and issues and make informed decisions. Our online, single global statement gives you a summary and detailed breakdown and analysis of costs and usage, wherever you are, whenever you need it. And we help simplify and control your device management costs with a central ordering facility and remote device management that secures your equipment and controls software installation.

As well as cutting operational complexity and costs, with a Master Services Agreement, [company name] will also reduce unnecessary administrative overheads because you'll sign just once for all our global services. Which means no more multiple vendors, multiple contract and multiple procurement cycles to deal with.

Our global enterprise mobility solutions give you the power to manage risk and control costs, quickly and effectively.

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Pushing the boundaries

In the office or out, we have the network, products and technology to keep all your people connected with everything they need to operate effectively, wherever they are in the world. Our flexible voice and data solutions improve connectivity, increase productivity and keep costs under control.

With an extensive and continually expanding range of products and services that meet the diverse needs and expectations of today's global business, we're able to take a holistic view of your communication requirements.

Our streamlined Wireless Office, for example, gives you all the features, coverage quality and cost predictability of fixed voice systems, with the freedom and accessibility of a mobile phone. You get PBX desk phone features like call waiting and extension dialling on a GSM handset – with just one number and one voice-mail box. So you can work from anywhere and always be in touch. At the same time, advances in technology like Femtocell and VoIP, allowing calls to be routed over your broadband connection, provide even greater reliability, efficiency and flexibility.

Away from the office, we offer your international business travellers and mobile workers unrivalled connectivity, enabling fast and secure access to email and office-based computer systems via our massive worldwide 3G network. With a range of mobile devices and platforms from BlackBerry to Windows Email, and Mobile Connect Cards, USB modem broadband, and built-in 3G for laptops, staying in touch has never been easier or more controllable.

Quotes

“We only have to give a request to one contact at Vodafone, and they organise it so that the Vodafone people in every country understand our needs and respond to them. We wanted to control how our employees could access the internet from their PDAs and which sites they could visit, in order to control cost. Vodafone efficiently handled all the management and implementation of setting up this technical change.”

Martin Durisch - Global Purchasing Manager - IT & Telecoms, Corporate Purchasing & Strategic Sourcing, Schindler Group.

“Beyond simply issues of cost, the mobile phone-based solution allowed us to use existing and proven technology, and meant we did not have to re-configure our back office. Vodafone worked with us to help us get the application software loaded on the Nokia handsets, and to ensure the system worked correctly.”

Paul Hann - Director of Operations, Accuread.

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Empowering your business

Vodafone Global Enterprise has the products and services to empower your business, helping simplify your global communications and enabling you to do more, for less. Our ongoing investment in new technologies and new ideas continues to overcome boundaries and ensures [company name] will always benefit from the most advanced

solutions, including [insert names of products / services in which company has expressed a specific interest].

BlackBerry

When you're out of the office BlackBerry gives you access to your email inbox, so you can stay on top of your messages and in control. You can also handle your calls, store and synchronise contacts and your calendar, wherever you are. Our BlackBerry solutions allow you to make more productive use of your time and mean you'll never face a mountain of unread emails when you return to your desk.

The large screen devices in our BlackBerry range are available in more than 40 countries, providing secure wireless working and a consistent usage and service experience around the world. Our portfolio includes the most up-to-date devices, such as the BlackBerry Storm – purpose-built for Vodafone with its SurePress touch screen, and the BlackBerry 8900 smartphone.

Email is encrypted so it can't be read by anyone other than the intended user, and if a device is lost or stolen the service can be blocked instantly.

Our expert team is on hand to help [company name] choose the right solution, then deploy, set up and manage your device fleet using the latest BlackBerry Enterprise Solution, BES 5.0. BlackBerry Enterprise Solution works with any BlackBerry device and supports a full range of email platforms including Microsoft Exchange, IBM Lotus Domino and Novell GroupWise.

With a network available in more than 75 countries, fixed monthly pricing and our unique roaming offers, BlackBerry is an ideal, cost effective way to stay connected wherever you're doing business.

Mobile broadband

Vodafone Mobile Broadband offers a choice of solutions for keeping your staff connected to their office, their email and the Internet, wherever they're working.

Mobile Broadband USB Modem

Compact, powerful and highly portable, our USB modem brings the latest 3G broadband performance to any laptop or desktop PC or Mac. There's no need to rely on WiFi hotspots or a landline – simply plug-in and go. With connection speeds of up to 7.2Mbps,

you can stay connected with 3G broadband, 3G and GPRS coverage across over 100 countries, with the reassurance that your costs are controlled.

Mobile Broadband Cards

Ideal for travelling professionals, Mobile Broadband Cards simply fit into the PCMCIA or ExpressCard slot on your laptop to give you 3G broadband connection speeds of up to 7.2Mbs. It's quick and easy to access your corporate network and office applications reliably and securely, wherever you are. Cards are designed to remain in the laptop so it's ready for immediate use and are compatible with HSDPA, 3G, EDGE and GPRS to ensure access to the fastest possible mobile connection.

Built-in 3G

In partnership with leading manufacturers like Dell, HP and Lenovo, we've created a range of laptops and notebooks that have built-in mobile broadband, so they're ready to connect whenever you are. With SIM card, integrated software and an antenna in the screen, no other devices are required to deliver secure, high speed Internet access. It's the simplest, most reliable solution for mobile workers anywhere, providing instant access to Vodafone's massive global network at the fastest possible speeds.

Mail for Exchange

Like BlackBerry, our Nokia Mail for Exchange solution is a handheld voice and data dynamo that delivers email on the move, allows you to handle calls and manage contacts and your calendar while you're away from the office.

It's a flexible, secure, cost efficient service for Microsoft infrastructures that lets you connect directly to your existing Exchange server, without the need for middleware. There's no need to install, update and manage additional servers and capability. And there are no new licenses to buy either, because the Microsoft ActiveSync protocol is already licensed as part of the solution.

Mail for Exchange is easy to implement and compatible with over 50 existing Nokia devices – so you won't always need to invest in new ones. Lower tariffs and a lower cost of ownership mean the benefits of remote and mobile working can now be extended to a greater number of your employees.

Vodafone Telecoms Management

Many global organisations with complex telecoms infrastructures face the challenge of cutting the cost of their communication, at the same time as making it more effective. Vodafone Telecoms Management (VTM) is a fully managed service that provides a detailed overview of your entire telecoms landscape – both fixed and mobile – and then helps you manage it more efficiently.

VTM gives organisations like [company name] increased control over all the critical part of your communication network, providing a clear view of cost breakdowns and comprehensive management of every operational aspect – from device procurement and configuration to expense management and security. We'll even manage contracts with your existing telecoms suppliers.

Our specialist consultants will assess your current telecoms infrastructure to identify where cost savings can be made and how efficiency can be improved. Then we'll develop a new telecoms management plan, with agreed key performance indicators, that will enable you to optimise expenditure and take greater operational control.

Customised online access to a dedicated portal will make managing your telecoms lifecycle easier than ever. With global 24/7 support, a single point of contact and a clear Service Level Agreement, we'll hold regular reviews to ensure we're delivering against our performance improvement and cost reduction targets.

Spend Manager Professional

Spend Manager Professional gives you the power to take control. It's a sophisticated, web-based analysis and reporting tool that provides a detailed global view of your spend and invoices for all your mobile communications.

Intuitive and easy to use, by logging in to a secure online portal you have single-point access to all usage data. With no additional hardware or software requirements, Spend Manager Professional enables you to identify trends over different time periods, and predict spend and usage on global, regional and local levels. You can generate specific reports exactly when your business needs them, and export data to feed your own management information systems.

Improved visibility of your communications gives you greater control over your entire mobile fleet, so that you can see at a glance details like which countries are spending more, the highest individual users, and which mobile connections are not being used.

Spend Manager Professional gives you secure, controlled, permission-based tiered access to different levels of system functionality. The solution is delivered through a wholly owned Vodafone managed service portal and the Spend Manager Professional integration platform is hosted at a remote secure location, separate from the Vodafone environment.

Central Ordering

Central Ordering is a secure web-based portal where you can easily order devices and services from Vodafone through a single access point. It simplifies the management of ordering devices across a global network of offices, giving you greater control over your mobile communications procurement at a local level and improving the efficiency of ordering multiple devices and services across different business units.

Wherever your buyers are located, they can browse a portfolio of approved devices, compare product features and place orders quickly and easily online. Central Ordering provides complete visibility of all devices and services ordered at central or local levels, and allows you to predict costs more accurately, improving efficiency through simplified processes and reduced administration costs

Central Ordering is simple to set up, straightforward to use and requires no new hardware or software. We'll work with you to create an online catalogue that includes the devices and services you've agreed to include. Your nominated buyers are then able to browse and order devices and services through your secure web portal, and your administrators can track orders and review order history at a central or local level.

Device Manager

Today's mobile devices are powerful, advanced and highly capable. For a global business like [company name] they are essential enterprise mobility tools that require effective management to keep them safe, secure and up to date.

Device Manager is a sophisticated, cost effective online service that allows you to understand what mobile devices are in your fleet, and to easily manage and control them so that they are all secure and conform to your corporate policies. It's carrier and

manufacturer independent and operates on all Vodafone networks, supporting most mobile devices using Windows Mobile® 5 and 6, Symbian (including Nokia Series 60 and above) and Palm software platforms.

With Device Manager you can dramatically reduce the cost and complexity of controlling your mobile device fleet. You can audit the contents of any device 24/7, remotely, over the air, diagnosing and resolving any issues. You can configure email accounts. And you can install new applications or remove unwanted programmes, within minutes, on thousands of devices, anywhere in the world, ensuring that only the latest approved software and applications are being used. Device Manager allows you to erase all user data if a device is lost or stolen and you can secure any device with local password protection and data encryption.

There are different support roles on the portal, allowing various levels of access to different users within the support team.

No additional hardware or software is required. We simply install software on each mobile device over the air, so it can then be monitored and controlled remotely on a tiered permission basis by your own IT help desk. You just pay a small fee per user per month.

Converged services

We offer a range of connectivity solutions that bring global businesses greater mobility reduced complexity and improved cost control. Our services can all be individually tailored to [company name]'s specific requirements.

Wireless Office

Vodafone Wireless Office is a mobile telephone service where the key features of an office desk phone – like short-code extension dialling, call transfer and conference call facilities – are incorporated into a standard mobile handset.

It works on a single inclusive monthly tariff, and is ideal for staff who are often away from their desk or out of the office, allowing all calls to be delivered to a single GSM handset regardless of location. And for those who are mainly desk-based, there's the flexibility of a mobile handset with the ease of use of a fixed desk phone.

Fixed/Mobile Convergence (FMC)

FMC adds increased mobility to your organisation's capabilities by unifying your communications. It allows your people to work effectively and securely from anyplace at anytime, and it controls costs by always using the most efficient communication bearer.

In partnership with Nortel and Microsoft (Innovative Communication Alliance) our solution integrates fixed, mobile and desktop environments to provide a seamless experience across any device and any media, supported by a single helpdesk to eliminate confusion over fault ownership.

FMC can be implemented quickly and cost efficiently as key features are available on any GSM enabled mobile device, so there's no need to invest in expensive new smartphones. And because the solution uses the existing GSM network, it doesn't require any new in-building coverage schemes. With full mobile integration across all devices, and optimum call-routing through your IP-PBX, there's no simpler way to improve mobility.

One Network

One Network is a managed solution that provides you with simplified, cost effective connectivity across a multinational footprint. It allows organisations like [company name] to connect just once to Vodafone, avoiding the cost and resource associated with negotiating and running multiple connections with multiple suppliers across different countries.

Your remote and mobile workers can access your central application or hosting centre via a dedicated international data network. And services that require high bandwidth usage, like videoconferencing and streaming, can also be delivered across the network to increase employee productivity.

It's an ideal solution if you require central access from different countries to business-critical applications, or if you need to establish a contingency network for your business continuity plans.

Vodafone Secure Remote Access (VSRA)

Vodafone Secure Remote Access gives your people a single way of connecting securely to the Internet and to their office networks through wireless broadband or fixed line

access. It's a long-term connectivity and security platform that works alongside your existing security infrastructure to control the cost of supporting your remote workers.

The VSRA application on your employees' computers has a simple, intuitive interface, allows them to see which connection types are available, and lets them initiate a remote connection over the best available approved network, once the user's computer has complied with your corporate security policy.

Comprehensive management information gives you the data to ensure your people are making the most of remote working. Information on individual usage enables you to profile users so you can determine the most cost-effective tariff for each individual.

Machine to Machine (M2M)

Wireless data networks, cheap hardware, and government stimulus has resulted in huge growth of M2M communication technology. Networking remote assets allows you to automate the capture of data, and perform real-time diagnostics and repair. Intelligent monitoring and metering technology can also improve energy efficiency, lower operating costs and meet carbon reduction commitments.

We have many years of proven experience in providing a broad range of M2M solutions across a wide range of industries, such as utilities and monitoring, fleet management, security, point of payment, consumer products and environmental control. We can bring together and manage all the elements of a global M2M deployment, including consultancy services, wireless connectivity and robust management tools for greater visibility and ongoing control.

We offer a number of unique connectivity options, including the Vodafone Global M2M Service. This service provides a single global SIM card for every country in the world, reducing the cost and complexity of installation, distribution and deployment of your M2M solution.

You're able to control how, when, and where your remote devices access the Vodafone network to ensure maximum value and service levels. And we can provide a single, consolidated online statement of your global data usage and spend, giving you access to the vital information you need to control and pay your invoices centrally.

Quotes

“We realised that by owning its own mobile infrastructure in the various countries, Vodafone Global Enterprise could provide consistent service at a lower cost than many other operators, which was attractive to us.”

Bengt Samuelson - Senior Procurement Manager, Oracle

“As we standardise the mobile service, we need a uniform pricing scheme, a uniform handset offer and a uniform service agreement in each country, which Vodafone can provide for us.”

Geert-Jan van Bommel - Manager of Global Voice Services, AkzoNobel

“Vodafone’s service has been consistently excellent and the BlackBerry is the perfect tool to travel with, giving us quick and easy email access. The most important benefits to my team are increased productivity, and being more accessible to our customers.”

Peter Ström - European Commercial Director of Strategic Relationships, GE Capital Solutions

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Driving innovation

Innovation is at the core of our culture and we are widely recognised as pioneers in developing services and technologies that will shape the future of enterprise mobility. [Company name] can be sure that the products and solutions we provide are at the cutting-edge of technology and future-proofed so that you’ll continue to take advantage of new developments as they happen.

Vodafone Technology files an average of 15 new patents every month – an indication of how seriously we take our commitment to innovation. We invest in ideas and initiatives that will bring you competitive advantage – simplifying management, improving control, cutting costs and increasing productivity.

One of our most important areas of focus is on network development, where the ongoing aim is to allow more data to be transmitted more quickly, more cost effectively and more securely. High speed 3G broadband is currently being implemented at an ever-increasing rate, with continuing developments in alternative technologies that offer greater choice in accessing mobile voice and data services. We’re also improving connectivity between local area networks and mobile devices to deliver a truly integrated office experience to remote home and mobile workers.

Our collaboration with Verizon Wireless and China Mobile is progressing the launch of a single 4G that will deliver a common user experience globally. And we're already exploring the potential of 20Mhz technology, which could give peak download speeds of more than 70Mb/s in the near future.

Our global footprint is expanding too. With current ownership interests in 25 countries across five continents and Partner Networks in a further 42 countries, the Vodafone Group is the world's leading telecommunications company, and our network is still growing rapidly.

From new developments in machine to machine communication using SIM card technology, to the evolution of handheld multi-platform smart devices, including BlackBerry, we'll always be the first to ensure your business is better globally connected.

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A responsible attitude

In today's rapidly changing world, there is an ever-pressing need for greater environmental and corporate responsibility amongst businesses around the globe. It's a need that we take very seriously and have responded to on many different levels – for our clients and within our own organisation.

From an environmental perspective, increased enterprise mobility itself can make a significant contribution to reducing emissions and addressing your carbon footprint. Home and remote working involve less travel and require less corporate buildings and parking spaces. And being connected with better technology means more can be achieved with fewer face-to-face meetings.

In fact, a recent study conducted with Accenture concluded that mobile technology could reduce EU greenhouse gas emissions by nearly 113 million tonnes over the next 10 years. That's equivalent to nearly 20% of the UK's emissions in 2008 and represents a potential saving of around €43 billion in energy costs.

Vodafone's own environmental programme is an intrinsic part of our overall approach to corporate responsibility and sustainability. We are committed to minimising the impact of our day-to-day operations on the environment and have achieved the ISO14001 accreditation – the international standard for environmental management.

Our Global Energy Management Team is responsible for ensuring that emissions from our energy usage – particularly in our networks – are managed and minimised in accordance with best practice guidelines. We conduct regular, detailed assessments of energy usage within our network, reporting quarterly to the Director of Corporate Responsibility and annually to the Board.

Effective environmental management is just one part of our ambitious and highly acclaimed corporate responsibility strategy. Ranked number one in the world in Fortune Magazine's Accountability Rating, we are committed to bringing socio-economic value to both emerging and developed economies. This commitment is typified by the work of the Vodafone Foundation, a registered charity that has invested over £100 million in social projects and initiatives for the benefit of local communities around the world.

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Altogether stronger

Our people drive our business, and their skills, experience and attitude will help transform yours. We recognise the varied contributions that all our staff make and foster a culture that encourages equal opportunity and diversity, and values and rewards achievement. We also recognise that a versatile workforce which reflects the diversity of our clients is more able to understand your individual requirements – and more likely to have the knowledge to successfully deliver those requirements.

We aim to attract, develop and retain the best people, investing an average of £600 in training for each of our 79,000 staff, every year. By taking care of our people, engaging with them, and helping them realise their potential, we're able to offer you a world-class service from employees who feel proud, committed and willing to give their best.

Our team of experts will provide [company name] with the highest levels of advice and support, on and offsite, backed by an infrastructure that allows us to do this at local, national and global levels.

Your personal Global Account Manager, [insert name], will be your key contact, and will work alongside you to establish a comprehensive understanding of what your business wants to achieve. You'll also have the support of experienced Account and Service teams in your operational areas of [insert countries and regions where company

operates]. And our 24/7 Global Enterprise Service Centre, with its knowledgeable, multi-lingual staff, will always be available to assist you with professional help and advice.

We're passionate about the service we offer and are committed to ongoing improvements in the way we work. We encourage your feedback at regular events and forums on your experiences of working with us to ensure we continue to meet and exceed your expectations.

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Making change easy

At Vodafone Global Enterprise, we're used to making change happen. Over the years, we've helped multinational businesses around the world improve performance and reduce costs with mobility solutions that have transformed the way they work. We're also highly experienced in making sure that when change does happen, it's smooth and seamless.

On average, we migrate 1,000 connections per client, per day to the Vodafone network. Last year our largest single country migration was for 19,000 connections, and our biggest global migration was for 76,000 connections across 75 countries. But we pay the same attention to detail whatever the size of the task.

We'll carefully structure and plan a tailored approach to [company name]'s migration, where every stage is clearly communicated to everyone involved. And for larger migrations, our PRINCE2 certified project managers will ensure a systematic and standardised methodology to an internationally recognised standard. With a single point of contact and an expertly trained project team, any disruption to your business will be kept to an absolute minimum.

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Your partner of choice

We are proud to be working with many of the world's most dynamic global businesses, providing them with the solutions and expertise they need to thrive in an increasingly connected operating environment. No other organisation can offer the in-depth knowledge, expertise and financial robustness that comes from being the global market leader in corporate communication.

Choosing Vodafone Global Enterprise as your business mobility partner means [company name] can rely on a unique blend of market-leading integrated voice and data solutions, supported by a consistent world-class service – globally, nationally and locally.

Partnering with us brings reduced risk, greater cost control and improved productivity. With our substantial global footprint and pioneering approach, our solutions will help simplify the management of your communication infrastructure and empower your business to achieve more – now and in the future.

