

Welcome

Welcome to the latest issue of *Communicate*, your regular newsletter from MoCo, your communications solutions provider.

We're proud to be celebrating our 25th birthday this year, one which we share with Lily Allen, Keira Knightley, BBC's Eastenders and more importantly... the mobile phone. Inside we've put together a fascinating timeline of technological and business milestones that have taken place in the UK over the last quarter of a century. We're also taking a look back to more recent history and the cold snap that gripped the country after Christmas, the latest offering from BlackBerry and new technology for security and staffing applications.

I do hope that you find *Communicate* of interest, and welcome enquiries for more information about any of the stories, or suggestions for improvements.

Denise Cousin
Marketing Manager

Get your landline with O₂

Now you can take another step towards joining up your business communications when you're mobile ... and when you're not. Because alongside its mobile services, O2 is now offering landlines.

As well as having one, joined up bill for both your mobile and landline line rental and calls, you'll benefit from free support from O2's UK team (with one support number for mobiles and landlines), specialist set up help and a ready to use on-time guarantee, with the first month's line rental free if your line isn't ready to use when O2 say it will be.

Included in the cost of the landline are caller display, 1471 and 141 facilities. You can also specify ringback, the ability to make three-way calls and a number of other options on a pay-as-you-use basis.



YOU CAN CHOOSE FROM FOUR DIFFERENT SERVICES:

- Standard Landline
- ISDN 2: If you need more than one number on the same line or your office needs to make up to eight outgoing calls at the same time
- ISDN30: If you need many numbers on the same line or your office needs to make more than eight outgoing calls at the same time
- Calls Only: Sign up without a line, pay your existing provider for your line and O2 for your calls.

Call rates are competitive, and inclusive minutes bolt ons are also available at a fixed price – ideal if you know you're going to use the landline for a certain time each month.

You can port your existing lines to O2 Landline, or O2 can provide new ones.

Also in this issue...

- MoCo shares 25th birthday with the mobile phone
- BlackBerry's bold new smartphone
- Good communications keeps businesses going in arctic Britain
- New security, HR and contractor monitoring tool

MoCo shares 25th birthday with the mobile phone

MoCo is one of the – if not the only independent communications providers that's still around from the birth of the mobile phone industry in the UK. In the sector that has seen some of the most significant technological and business transformation of any, we plot the growth of mobile phones from when it all started ... as it did for us ... back in 1985. From the 'mobile' phone that took up a whole briefcase to today's incredibly powerful and compact smartphones, we've certainly seen a few changes!

1985

Racal Millicom (later Vodafone) launches UK's first TACS (Total Access Communication System) cellular radio service. Cellnet follows. Typical mobile phone has a few KB of memory. Comedian Ernie Wise makes UK's first mobile phone call across the Vodafone network.

1986

UK's 100,000th TACS customer connected. Racal buys out 20% minority stake in Vodafone for £130m.

1987

Mobile operators pledge to one standard, procure networks and open GSM services by 1991. UK's 250,000th TACS customer connected.

1990

First rechargeable lithium battery produced. UK's millionth TACS customer connected.

1991

Racal Telecom renamed Vodafone Group. First call on a commercial GSM (Global Standard for Mobile Communications) phone.

1993

First SMS phones available. One2One launches world's first GSM 1800 service. Vodafone connects its millionth customer.

1994

Hutchison launches the Orange 1800 service. Cellnet connects its millionth customer. UK's three millionth customer connected.

1995

SMS launched commercially. UK's one millionth GSM customer connected.

1996

UK reaches 10% penetration level. Vodafone launches UK first prepaid service. GSM overtakes TACS.



BlackBerry's bold new smartphone

Hot off the press is BlackBerry's new, must-have smartphone. The Bold 9700 is packed with features and a high specification that make it ideal for all business people on the move.

The Bold 9700's large, hi-res screen displays over 65,000 colors for a vivid viewing experience for all your photos, videos, files and websites.

Laptop-like trackpad navigation makes it fast and easy to access what's important with the glide of a finger to scroll through menus and icons.

Enjoy music, videos, photos and documents in great colour and sound. You can easily sync data and audio files from your desktop, and get up to 35 hours of music playback time.

The 9700's standard 256 MB of on-board flash memory can be easily increased by inserting a microSD card, creating extra room for emails, messages, apps, multimedia files, documents and all the other important things that you want to take with you.

Along with a 3.2 megapixel camera, the Bold 9700 lets you take video clips, view them on the hi-res screen, and share them through email, text messages or social networking sites.

High speed 3G network connectivity lets you browse the web or view email attachments faster, while wi-fi support lets you access available hotspots.

To go with your BlackBerry we can also provide and configure BlackBerry professional software to give you an advanced, centralised administrative console, efficient monitoring tools, advanced application deployment and management and advanced security.



1997

Orange and One2One both connect their millionth customer.

1998

Nokia launch 6110 – the first pocket-sized digital phone with games (snake) and a very long battery life. Motorola launches the 8800, the world's first dual band GSM phone. UK's 10 millionth customer connected.

1999

Virgin Mobile launched. The first mobiles able to send email and use the web introduced.

2000

Ericsson launch the R380, the world's first Symbian-based smartphone. First camera phone reached the market. UK's 30 millionth customer connected, making over 50% penetration. Mobiles outnumber landlines for the first time.

2001

UK penetration hits 75%. BT sells its mobile businesses. Five mobile phone operators granted UK 3G licences.

2002

BT Cellnet rebrands as O2 following its demerger from BT. First Microsoft-powered smartphone. UK's 50 millionth connection in November.

2003

Hutchison launches the '3' 3G service.



2004

Mobile voice and data revenues, at £12.3 billion, overtook fixed-line voice revenues. UK reaches 100% penetration.

2005

O2 overtakes Vodafone to become UK's largest network.

2006

Telefonica buys O2. Mobile outnumbers landline two to one.

2007

Touch screen display phones hit the market. First Apple iPhone launched. UK's 70 millionth connection made.

2008

O2 connects its 20 millionth customer. 83 billion text messages sent in the UK. UK to become the second-highest texting country after the US.

2009

Orange and T-Mobile announce plans to merge. Commercial launch of femtocells by Vodafone. Android handsets introduced in the US. UK reaches 125% penetration.





Good communications keeps businesses going in arctic Britain

It seems as though the country virtually ground to a halt during the recent cold snap - the most severe in 30 years. Temperatures plummeted and much of the country was blanketed in several inches of snow.

In terms of economic impact, hundreds of millions of pounds a day were lost, with an estimated £450m lost on the first Wednesday of the big freeze. Widespread disruption to transport across Britain meant that many people were unable to make it into work, and even if they could they had to stay home because of school closures.

For many, the only way to keep in touch with customers, co-workers and the office was by phone or email, highlighting the importance of reliable, high quality communications and the ability to work at home or remotely.

Many people complain that as a country, we just aren't equipped to cope with such adverse weather conditions. Others argue that heavy snow is so unusual that to be 'ready' would unnecessarily tie up millions of pounds in resources that are rarely used. As a business, however, you can be ready to cope with every eventuality by having the best communications infrastructure in place.

Are you and your colleagues set up to work seamlessly from home, including being able to access your network? Can you send and receive emails from home, or if you were to be stranded at a customer site, hotel or as a worst case scenario, in your car? Can your call centre or telemarketing/customer service operators switch to working seamlessly from their homes, with no loss of business or customer perception? When the office is closed, can you receive your landline calls on your mobile without expensive call diversions?

MoCo can provide you with the most appropriate communication solution for your business including mobile broadband, mobile landlines and automatic routing. So that next time the country grinds to a halt, you'll be ready for it and stealing a march over your competitors who are not! Call us for more information.

Contact us

For more information about any of the articles in this issue of *Communicate*, or to enquire about any of our services, please contact us.

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New security, HR and contractor monitoring tool

If you have any requirement for proof of attendance, data capture or lone worker protection, make MoCo your first port of call. We've just teamed up with a leading provider of NFC (Near Field Communications) solutions that enable you to ascertain that a particular employee was at a particular location at a particular time, and what they were doing there ... all by using a mobile phone.

All that's needed is an NFC-enabled phone loaded with the RFID application. When the employee visits locations such as an office, warehouse, yard, customer site or vehicle with pre-positioned RFID tags, he or she just needs to touch the tag with the phone which identifies who and where they are. The information is then immediately transmitted to your IT system via GPRS telephone network.

The system can also be used for clocking in and out on site (where the supervisor's phone becomes the 'clock') and lone worker protection, where the worker can send an alert just by touching the phone to a tag they are carrying.

Typical applications are manned guarding, contract cleaning, domiciliary and residential, homecare, construction, equipment maintenance, facilities management, asset management and contracting staffing.

The system is fully configurable to enable you to create context-sensitive phone menus for your specific application. All back office functions for management reports and administration of phone menus, mobile users, web users and location tags run over the Internet, with no software installation necessary. It is cost-effective, simple to install and maintain, and very easy to use, with little or no training necessary.