

Coote Harvard helps O2 create an on-line Performance Management support system



O2 is a leading provider of mobile communications services in Europe with a strong position in mobile data and internet services. They trade in four countries, the UK, Germany, the Netherlands and Ireland. Additionally, they have operations on the Isle of Man and a leading internet portal business.

“we found the team creative and helpful in guiding us to a successful solution”

O2 appointed Coote Harvard to coordinate and deliver an online Performance Management Support System, suitable for use across all its businesses. As a new service, it needed to be tested for user confidence prior to implementation.

O2 wanted to gain consistency of approach in managing performance across its businesses, minimising paperwork and maximising support to individual managers.

The on-line system was developed with a hierarchy of information allowing the basics to be seen at a glance, with more detail available to those in need. Downloadable forms were produced to enable electronic capture of appraisal information. The site was located within local intranets, and tailored to reflect local information where it differed from the core site.



Key to success was Coote Harvard's approach:

- Defining outcomes clearly at the start
- Clarifying systems requirements and protocols at the outset
- Simplicity of design

In evaluating the project, the following points emerged:

- Trial sites reacted very positively
- No complaints were received from users at any stage
- Very few changes were required to the initial site
- The project proceeded straight to rollout
- Employees found the site easy to navigate
- Usage of the site is high
- Staff and managers are actively engaged in Performance Management

Coote Harvard
Realising Customer Value

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BACKGROUND

O2 is a leading provider of mobile telecommunications in Europe. It has developed a strong presence in high value markets in Europe giving access to a total population of over 141 million people.

Their businesses have all deployed commercial GPRS networks and have secured third generation mobile telephony ("3G") licences. GPRS has enabled always-on connectivity for mobile office services, e-commerce, virtual banking, online billing, entertainment, mobile internet and other mobile data services.



Coote Harvard provides an end-to-end service to help companies change the way they work. Their full range of services includes-

- Customer Experience & retention Planning
- Commercial culture Change planning & integration
- Employee engagement
 - Strategic alignment
 - Satisfaction surveys
 - Teamworking
- Project management
- Training & development
 - Management & executive coaching
 - MIS definition & development