

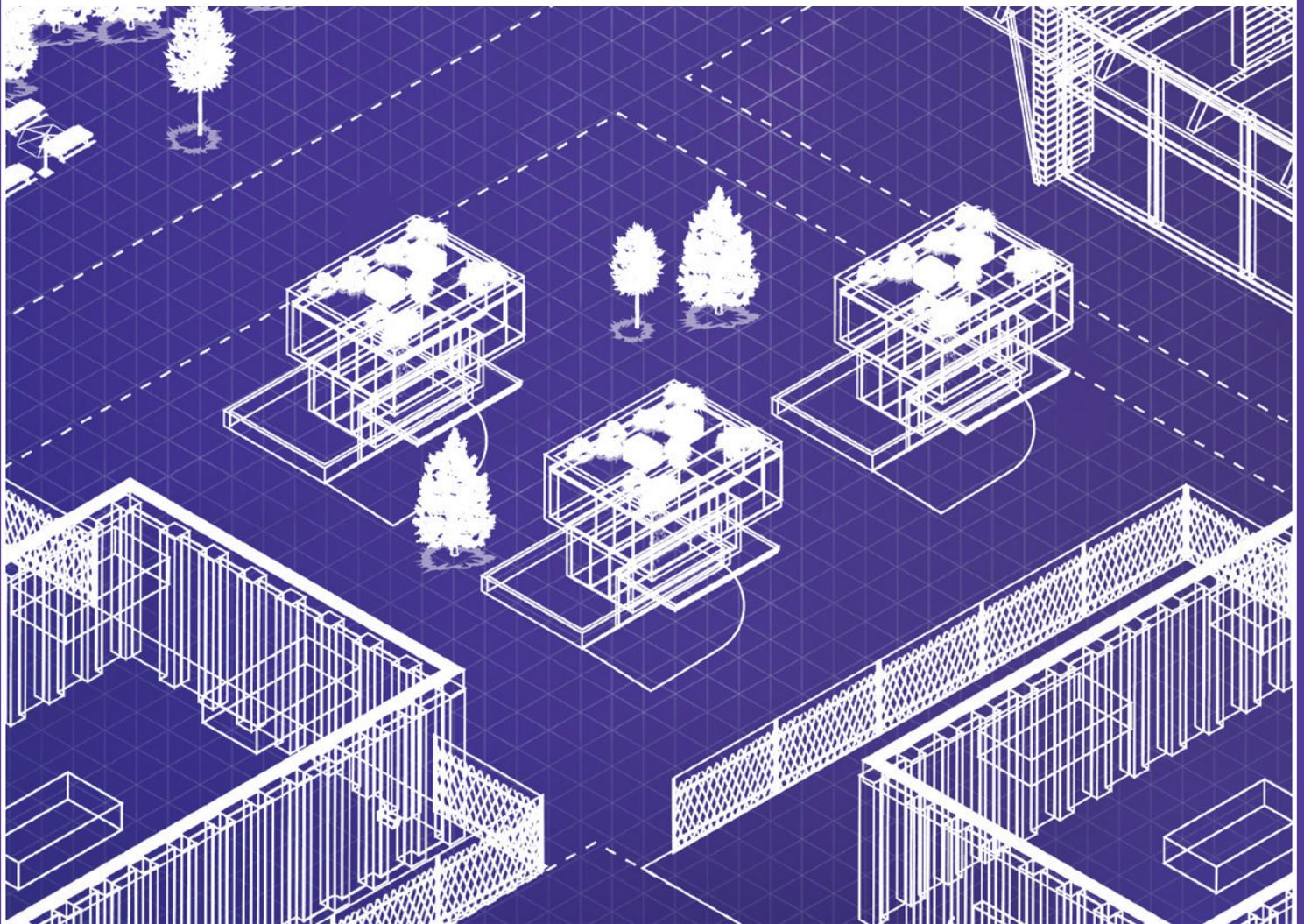


# CONNECTED SERVICE PROVIDERS.

'Connected Service Providers' is designed to demonstrate how BT can support the strategic and operational goals of your business. It enables you to explore and understand the solutions that we have available to bring maximum efficiencies to your core routing and datacentre infrastructures. And also the wider end-to-end solutions that will complement your go-to-market approach and help you build incremental revenues within your customer base.

## TRANSFORMING YOUR BUSINESS.

- We explore what matters to your business and where you want to get to.
- We develop and define a solution to meet these specific needs.
- We give you all the support you need, so you get the best business outcomes.
- We work with you on an ongoing basis to help you build and launch new cloud/managed services.



# Why Choose BT?

Addressing your current and longer-term business needs.

Our managed support and professional services provide expertise and advice across your entire IT estate. We offer a complete end-to-end service built around seven key portfolio areas to help you on your journey and give you a valuable external view of your IT.

## We provide stability.

Few other organisations globally can offer the 'best of both worlds', providing the flexibility of an IT service provider but with the backing of one of the UK's largest and most sustainable companies. Our unique position means you can be confident you're engaging with a trusted and reliable partner that will ensure care and attention, and work closely with you to understand your business needs and offer the best solutions.

## We're innovative.

BT is a pioneer in Telecoms and IT, leading the way in innovation, and research and development. We have over 14,000 individuals and dedicated facilities, such as Adastral Park in Ipswich and our centralised logistics services delivered from Magna Park. This site has immense scalability and is BT's primary distribution point for all products and industry leading technologies. Such investment enables customers to capitalise on our investment and gain competitive advantage wherever possible.

## Our people.

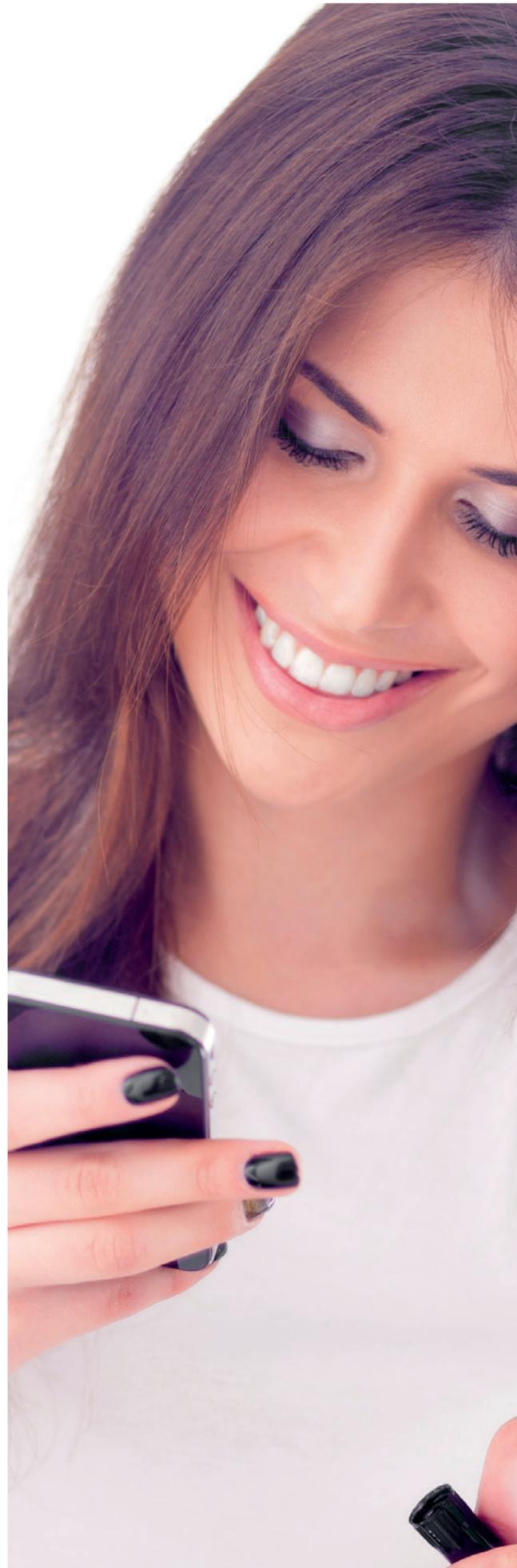
As one of the UK's largest companies, we invest in our employees to ensure they have the right training to deliver excellence in their job roles. This investment is reflected back to our customers through the quality of work, dedication and professionalism of our staff. We pride ourselves on a workforce that is skilled, motivated and customer focused.

## Our partners.

BT understands the value of partner relationships with key technology vendors. We invest and build mutually beneficial relationships with industry leading vendors. The strength of these partnerships is leveraged in our ability to specify, deliver and commission agnostic solutions based on industry leading technologies whilst providing customers with greater choice and flexibility.

## Over 30 years experience.

BT has over 30 years experience delivering IT services to a broad spectrum of customer types. This ensures we have the maturity and experience to pre-empt potential issues and avoid them before they occur. Robust project and programme management practices coupled with experience in service delivery and enthusiasm for refinement and continuous improvement ensure our customers benefit from our experiences.



# Why BT for Professional and Consulting Services?

Services designed around your business needs.

## What we offer.

**Managed install** – our engineers will install the router at the same time as the line goes in, meaning you can start to bill your customers immediately.

**Roll out of customer equipment and core services** – leaving your skilled engineers to work on innovative projects.

**Wireless surveys** – our engineers will produce detailed documentation to enable you to design and install best practice wireless solutions.

**End-to-end design** – our highly vendor accredited and experienced engineers can work with you to ensure best practice solutions.

**Consultancy** – we have engineers with specialist skill sets that can work with you on projects, leaving long-term placements for engineers with more regularly utilised skills. During this time we will distribute knowledge to your engineers, reducing the need for timely and expensive training courses and giving you the opportunity to fulfil more customer requirements.

**Embedded engineers** – BT have access to a wide range of accredited and skilled engineers. We can find the right engineer for your short or long term placement, saving you search time.

## Why choose BT?

- We've invested heavily in research and development, so we understand how technology is changing how we all do business. We offer advice and thought leadership, so you can be sure your solution is future-proofed and right for you.
- Our highly skilled consultants advise you on how to deliver your business initiatives.
- We have longstanding vendor relationships giving us the chance to take part in early field trials. This means we can co-develop new products and services with leading vendors, and share that experience with you.
- Our consultants, engineers and specialists carry the highest industry accreditation standards: CCIE, HP Master ASE, TOGAF, MCSE, Microsoft MVP, Prince 2, APM, MoR and iTIL.

## What's in it for you?

Your IT resource is usually stretched just 'keeping the lights on'. Our professional consultants can provide expertise and advice on IT and how to implement new IT plans and projects, taking advantage of new developments in areas such as automation and orchestration to ensure you are getting the very best from your network.



## BT and Azzurri.



Azzurri is an independent provider of technology and managed communications services for businesses and public sector organisations. Working with BT, their UC and wireless sales and technical team have increased their Cisco unified communications business by £1.5 million annually. They've also found they have more loyalty from their existing customer base.



No task is too large when it comes to working with BT. They are a true pleasure to speak to and always ensure that our requirements are met, utilising the highly-skilled pre sales team at their disposal to produce clear, accurate and well-presented proposals to us and our clients.”

Simon Clayton, Solution Architect – Pre Sales, Azzurri

# Why BT for End User Computing devices?

We address all your business needs around scale, flexibility, control and compliance.

## What we offer.

**End user devices** – we provide devices matched to the needs of your own staff and those of your customers – desktops, laptops, thin clients, tablets, smart devices, servers, printers and peripherals.

**Fully configured** – we set up the devices to meet users' requirements, regardless of whether they are desk based, flexible or mobile workers.

**Ready to go** – we fully test our devices in our purpose built configuration centre. We deploy images, install applications and apply bespoke security policies so hardware is ready to use – straight from the box.

**We'll manage the devices for you** – saving you time and we'll even pre-tag equipment before it arrives, so you can capture asset information such as serial numbers.

**Device-as-a-service** – devices matched to job role and performance needs of your staff and customers – fully managed and supported, on a cost-per-user-per-month basis.

## What's in it for you?

Devices delivered when and where you need them means that users are more productive from day one and enjoy a better IT experience.

## Why choose BT?

- The scale of our logistics and configuration centre facility, our field engineering team and our support and managed service operations, means we're able to deploy devices and services very competitively. This makes using our services a sensible choice, freeing up your own people to focus on more strategic IT priorities.
- Our pre-delivery configuration service can prepare hardware so it arrives fully tested, asset tagged and pre-loaded with your applications – so it works straight from the box. This makes deployment quick and hassle free.
- Our services adhere to ITIL best practice and are backed by ISO 9001, 27001 and 22301. This ensures you get great service and your people enjoy the best possible experience from their IT.



## BT and KCOM Group.



KCOM Group is a leading provider of communications services to organisation and consumers across the UK. With the help of BT, KCOM Group completed a group-wide deployment of desktops and laptops, while supporting changes to operating systems and production software to 1,700 users across multiple locations in the UK. As a result productivity has increased and positive feedback has been received from the workforce.



At an early stage of the project, we were able to see BT people were there for us with the right help and information when needed. They were helpful and knowledgeable.”

Paul Marsden, Head of IT operations, KCOM Group



# Why BT for Unified Communications and Collaboration?

Addressing business needs to make collaboration easy.

## What we offer.

**Unified Communications and Collaboration (UCC)** – we bring communications together enabling you and your end users to deal with calls and messages more efficiently.

**Our Cloud** – on-premise and hybrid solutions help you manage how communications are provided.

**Contact centres** – we provide tailored and modular solutions, with seamless and consistent customer service.

**Voice and video conferencing** – we provide the easiest and most cost-effective way for dispersed teams to 'meet' without leaving their desks.

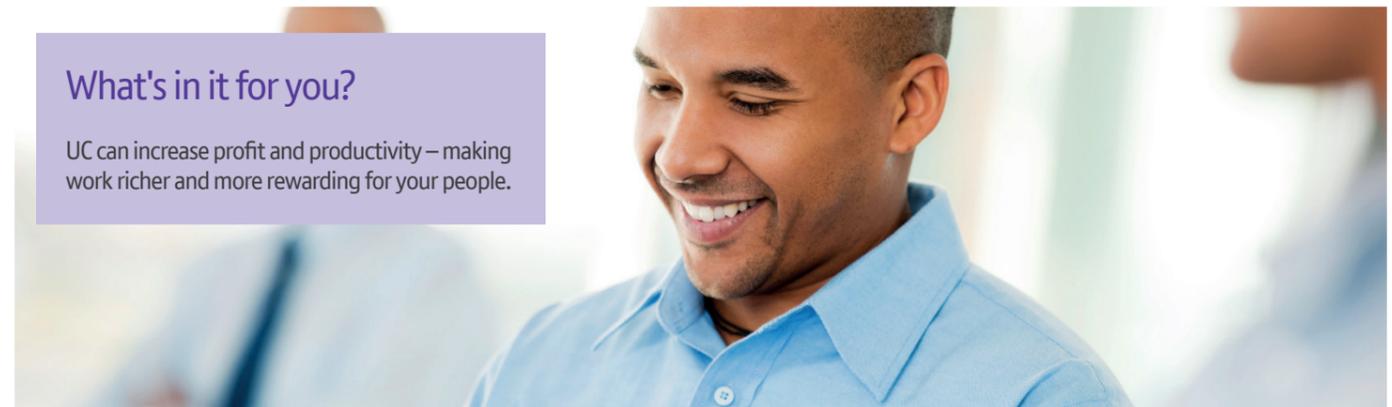
**Digital media** – quick and effective ways to communicate and share company information with employees and customers.

## Why choose BT?

- Our team of design and delivery specialists analyse your technical and business needs to deliver solutions that meet your expectations.
- We partner with you throughout the project, making sure everything works together and that everyone's trained, so you get the most value out of your new system.
- We're fully accredited. We're the only UK partner to be Cisco triple mastered in UCC, security and cloud. We're also fully accredited by Microsoft as a Gold Communications Partner, Gold Devices and Deployment Partner, Gold Volume Licensing Partner.
- We have an extensive range of UCC solutions based on market-leading technology. We can source all the elements, so you only deal with one supplier.
- Our ITIL-accredited technical services centre provides 24/7 support.
- We offer reliable network solutions to run your UCC tools on. We have an unrivalled range of wide area network (WAN), internet and Session Initiation Protocol (SIP) services.

## What's in it for you?

UC can increase profit and productivity – making work richer and more rewarding for your people.



## BT and TRL.



When TRL's aim to expand internationally was looking as if it would be undermined by aging technology, BT took to the wheel to design a solution that will support their work for years to come.

With new communications and collaboration technology in place, customers around the world now enjoy better access to TRL's staff, many of whom are world-recognised experts in areas such as transportation, safety, risk and infrastructure management and simulation and testing.



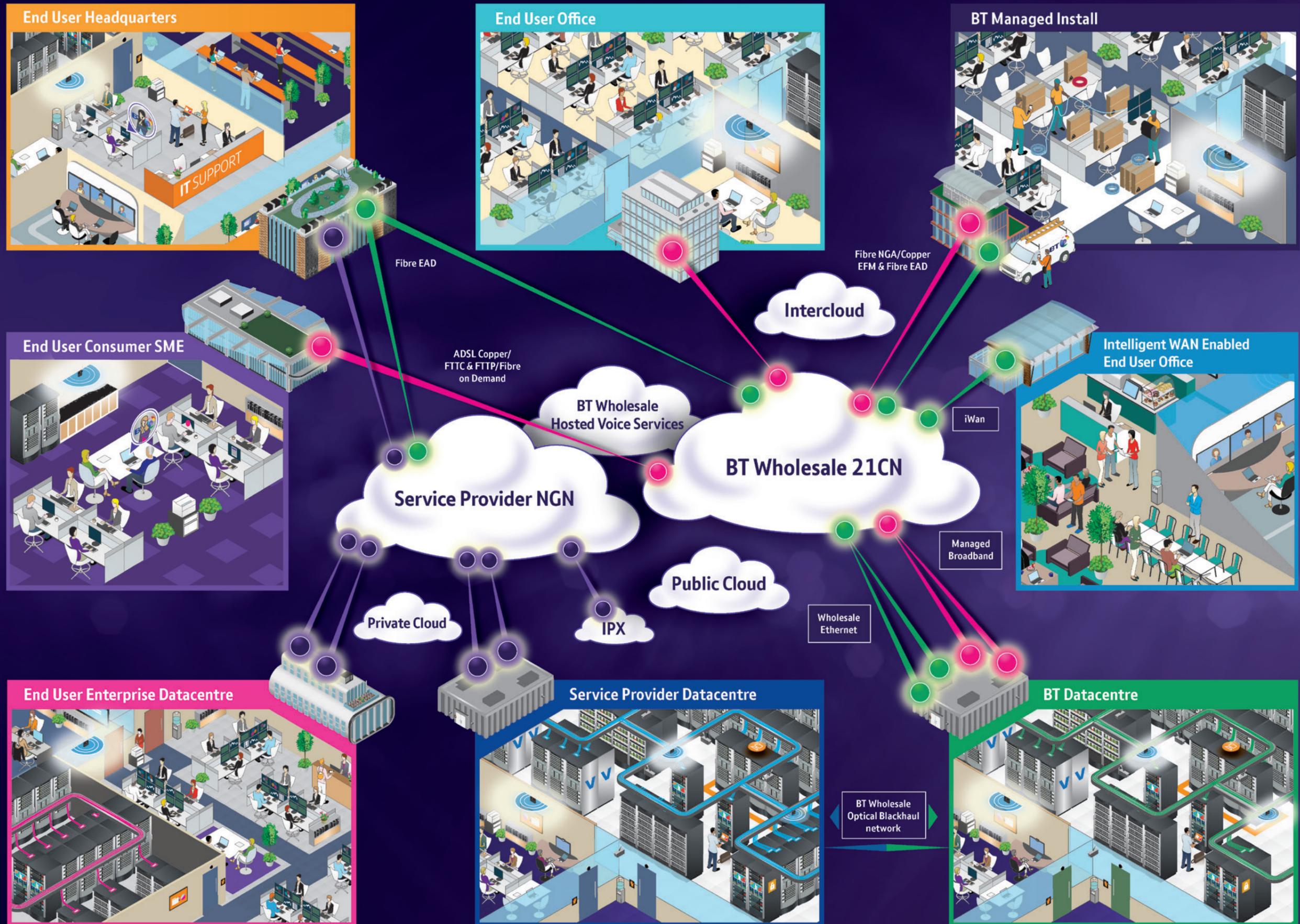
Our people can be so much more flexible with this BT solution. The extension mobility feature enables them to log in at any IP-based phone and all their preferences instantly appear. Incoming calls are also quicker to answer. If you dial an individual's direct number, all of their phones will ring anywhere in the world, and they can pick up the one that's most convenient.

BT's training for our IT staff was excellent, and they were very supportive of our reception staff, who were the ones initially most affected by new user interfaces and functions.”

Paul Milton, IT Network Manager, TRL

# Connected Service Providers.

How BT can support the strategic and operational goals of your business.



# Why BT for Security?

Tailored solutions to protect your business needs.



## What we offer.

**Highly skilled pre sales and engineering teams** – we provide end-to-end security solutions, helping companies stay ahead of the threats and be more agile – making them stronger and more competitive.

**We work with the best** – our partnerships with leading industry vendors ensure networks are protected by the top security manufacturers in the world.

**Stay secure and compliant whilst adopting new, efficient ways of working** – our BYOD security offering arms your business with a secure, robust, risk-resilient infrastructure that protects your assets wherever they are.

**Your network is in safe hands** – our Managed Security Service provides fault diagnosis, proactive monitoring of devices, detection of threats and intrusion prevention to provide proactive support and peace of mind.

## Why choose BT?

- Our team offers market-leading internet, network security and management solutions. Our highly skilled and dedicated team can design and deliver bespoke solutions.
- We're the only Cisco Gold Partner to hold Unified Communications, Security and Cloud Builder Master Specialisations. And we're a Fortinet Gold Partner.
- We've also been awarded Cisco Advanced Security Partner and Cisco ISE Advanced Technology Partner status.
- BT's world-leading security practice consultants have unmatched experience in securing the world's largest organisations and events.

## BT and the Olympics.



As the communications services partner of the Games, our risk management principles required us to take account of every possible eventuality. Security was critical and our network was designed to identify unusual behaviour. As we expected, the media were the biggest challenge and placed the greatest demand on the infrastructure.

In total we supplied 5,500 kilometres of optical fibre across multiple venues; 11,500 fixed telephone lines dealing with 500,000 calls and 500,000 BT Wi-fi hotspots. Over 961 terabytes of information were carried over the network and the london2012.com website recorded over 20 billion hits.

In terms of security, most nuisance incidents were dealt with by web and network perimeter defences. There were no high level faults recorded and across all 94 venues only one co-ordinated attack was identified, which was easily handled by our hardware and risk management processes.



It's inconceivable that we could have delivered the 2012 Games without BT on board. We needed someone we could trust and who could provide the technical know-how and the creative solutions to ensure the London 2012 Games were the very best they could be. BT gave us all of this."

Sebastian Coe, Chair, LOCOG

# Why BT for Networking?

Providing resilient networks you can trust.



## What we offer.

**Depth of knowledge** – our close relationships with leading vendors and our in-house skills ensure that we provide the right solution to meet your business needs and those of your customers.

**Reliability** – all our vendors are world leaders in technology which ensures that the network solutions we deliver are robust and reliable. With the addition of our in-house maintenance support you can be assured that network downtime is greatly reduced to enable constant network service.

**Security** – our professional services teams can help create bespoke security policies, and monitor them for you, ensuring the right solution is in place for your company and is easy to manage.

**Agility and scalability** – we ensure that you receive 'best of breed' technology with full compatibility across all solutions. We can recommend a number of different solutions and vendors to meet individual network requirements.

**Create future revenue streams** – we can offer additional services such as Managed Install, Managed Security Services and Maintenance support both for your own network and also your customers' networks. BT can provide a fully managed service to your clients, thus creating more revenue streams and locking customers in for future growth.

## Why choose BT?

- We're a highly accredited network and systems integrator with a wide range of specialisations. We bring together the right people, technologies and skills to quickly manage even the largest projects.
- We run entire projects, giving you a single point of contact – from first consultancy to design, deployment and implementation.
- We also have a range of in-life managed services and support, making even the most complex solutions simple.
- We hold coveted Platinum Partner status with HP. We're also a Cisco Gold Partner – the only one in the UK to hold triple Master Specialisations (Security, Cloud Builder and UC). As well as Cisco Advanced Security Partner, Cisco ISE Advanced Technology Partner and Cisco ACI (Application Centric Infrastructure) Advanced Technology Partner.

## What's in it for you?

We provide quick and easy access to information and services that will help you deliver in a scalable, secure and efficient way. Our networks are future-proofed, so you can easily change and grow.

## BT and 4D.



4D Data Centres is a colocation, cloud and connectivity provider. BT helped to provide strategic advice on the selection of their core network hardware, eventually selecting the Cisco ASR 9000 series of routers for their capacity and ability to meet the required features at the right price. As part of the design and deployment process BT CCIE engineers worked with 4D's own in-house engineers to ensure that they had a best practice design that met all the requirements of their current traffic as well as providing the ability to scale easily in the future as traffic volumes grow.

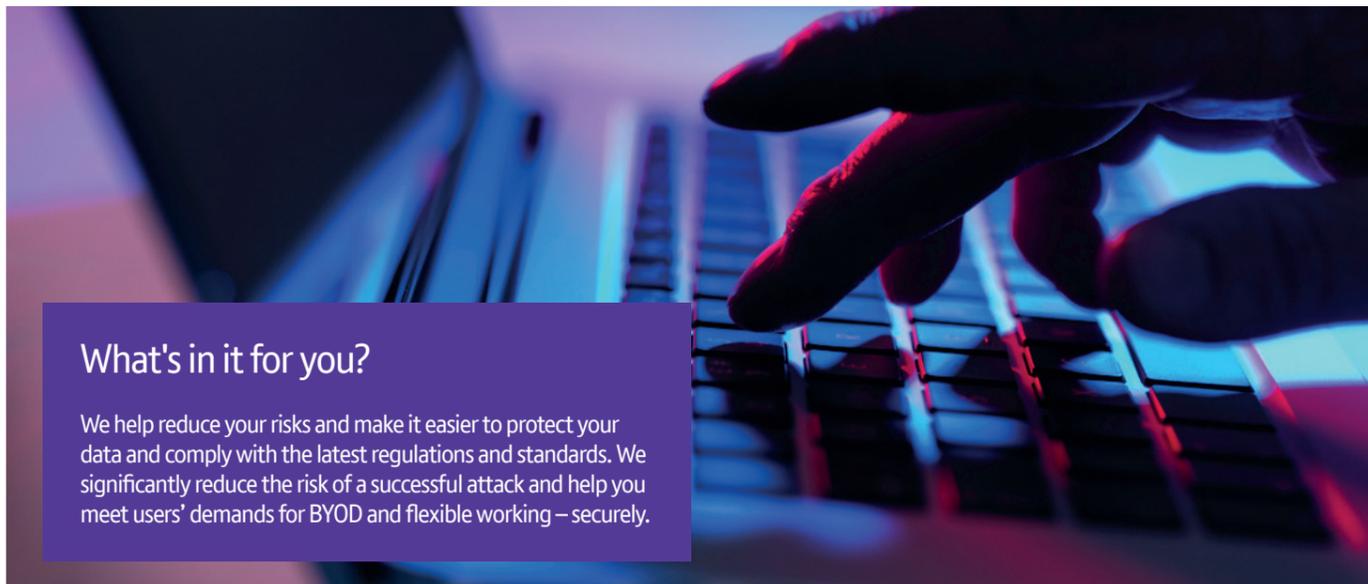
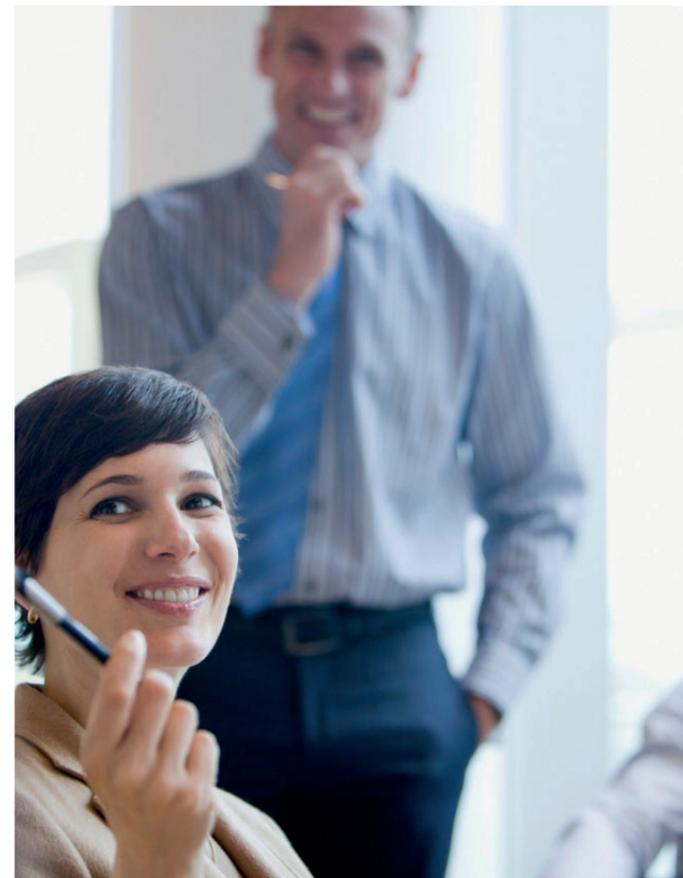


Working with BT has been extremely easy and the level of support they offered has been second to none."

David Barker,  
Technical Director, 4D Data Centres Ltd

## What's in it for you?

We help reduce your risks and make it easier to protect your data and comply with the latest regulations and standards. We significantly reduce the risk of a successful attack and help you meet users' demands for BYOD and flexible working – securely.



# Why BT for Datacentre Cloud and Hosted Solutions?



Addressing business needs around scale, flexibility, control and compliance.

## What we offer.

**Your journey to the cloud** – we can provide design and technical advice to help create a practical plan for you or your clients and work out where you want to be, and how to get there.

**Managed hosting and cloud services** – provided ‘as a service’.

**Datacentre facilities** – we can house IT equipment and applications in our custom built datacentres.

**Integrated IT platforms** – we design and build integrated IT platforms to provide the right solution to meet business needs.

## Why choose BT?

- Through our vendor partnerships with leaders like Cisco, HP, VCE, VMWare, EMC and NetApp, we make sure you get the right technology for your needs – saving you valuable time and money.
- We’re a Cisco Master Cloud Builder, and we’re the only Cisco Cloud Master certified on both Vblock and Flexpod. We also hold the coveted HP Platinum Partner status, and are HP Gold Specialists in Cloud Building, Servers and Storage.
- We’ve got a dedicated team of experts monitoring and managing our services 24/7 – we’re a single supplier for all your infrastructure, platforms, applications, network, servers and storage needs.
- We manage over 25,000 servers for more than 2,200 customers across 45 global datacentres.
- Our Newport Tier 3+ facility is one of Europe’s largest, with biometric and military-grade security and accreditations for IL3 and IL4, ISO 9001, ISO 27001 and ISO 14001.

## BT and The ONS.



The Office for National Statistics (ONS) is the recognised national statistical institute for the UK. ONS wanted to consolidate its datacentre footprint that was spread across a number of locations, in order to drive greater cost efficiencies and ensure the highest levels of data security and availability. BT now provides a purpose built datacentre facility in Newport for the ONS, which works in tandem with their second facility providing the required levels of operational resilience. ONS now have a clear view of their costs, helping them plan future investments and share savings with customers.



Working with BT we’ve doubled our technology footprint at no additional cost. BT’s datacentre in Newport will become our primary location as we develop and grow our services.”

Alan Riseley, Head of Contract, Change & Service Reporting, Office for National Statistics

# Why BT for Managed and Support Services?



Addressing business needs to manage and support your infrastructure and keep your IT working.

## What we offer.

**Service desk** – our service desk experts resolve service requests and incidents and deal with vendors on your behalf.

**On-site technical and service related help and guidance** – we offer a range of support to provide, ticket, contract and flexible options, enabling you to tailor the service to meet your client and end users individual requirements.

**Reactive support services** – we support contracts for IT departments (like break/fix or warranty contracts) to efficiently diagnose, troubleshoot and correct technical support problems.

**Proactive managed services** – we monitor, measure and assess systems and networks to find and fix problems of both your legacy and newly contracted infrastructure – as a service.

**Technical and managed service centres** – we operate 24/7 from secure locations underpinned by ITIL and ISO accreditations.

## Why choose BT?

- We use our technical knowledge and experience to give you a truly personal service that adds more value than any vendor or in-house service.
- We use an ITIL-aligned best practice approach to IT service management that focuses on specific business needs.
- We deliver the highest-quality services, accredited to ISO 20000 (service management), ISO 27001 (security), ISO 022301 (business continuity) and ISO 9001 (quality).
- Our datacentre’s IL3 and IL4 staging facilities comply with government security classifications.
- We have more than 400 engineers across the UK with the highest levels of professional certification.
- We give you a single contract from one supplier, with a single point of contact – making management much easier for you.

## What’s in it for you.

Your IT team will have more free time to focus on other, more innovative, projects to develop the wider business.

## BT and McCarthy & Stone.



Retirement homebuilders McCarthy & Stone found that IT downtime was hurting sales performance in their regional offices and sales sites, and delaying planning applications. They switched from having multiple services from various regional suppliers to a single break/fix maintenance service from BT. Drawing on our economies of scale, IT issues are now fixed predictably and efficiently throughout the UK.

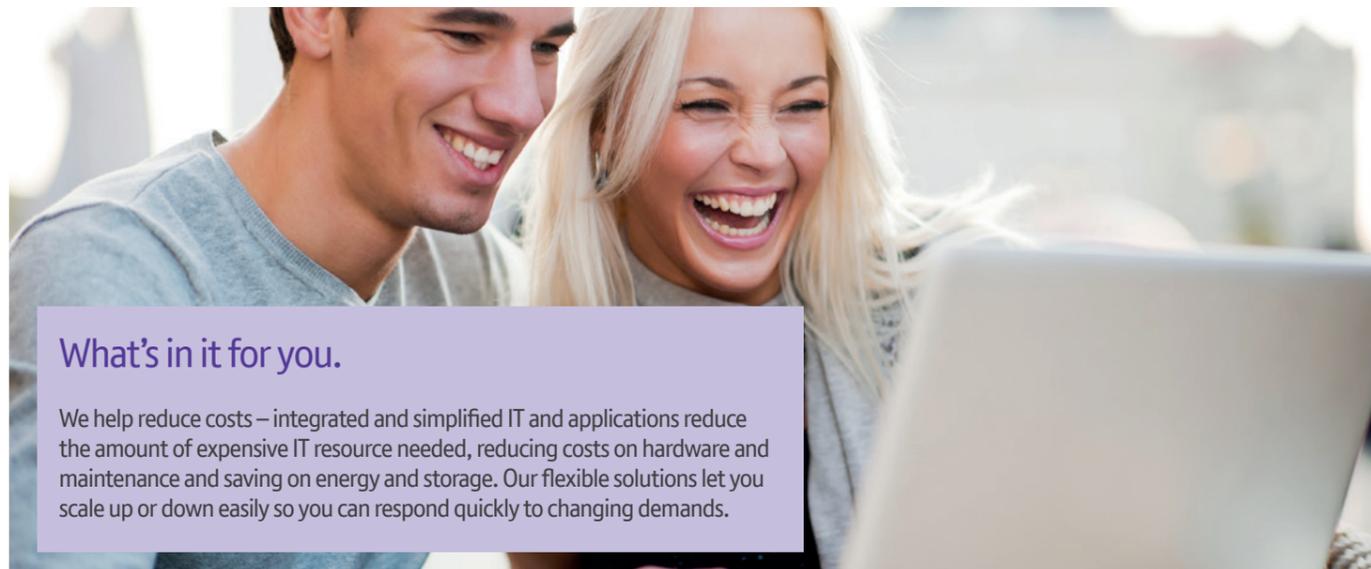


BT provides us with value for money – in break/fix maintenance, they are reliable and consistent.”

Mike Healy, Head of IT Operations, McCarthy & Stone Group

## What’s in it for you.

We help reduce costs – integrated and simplified IT and applications reduce the amount of expensive IT resource needed, reducing costs on hardware and maintenance and saving on energy and storage. Our flexible solutions let you scale up or down easily so you can respond quickly to changing demands.



# What our customers say...



“

BT has the ability to provide SLA's of 24x7x4hour fix to the four corners of the UK, which is essential to the TalkTalk consumer and business base. The current contract awarded to BT reflects the level of commitment and confidence we have in BT to understand our business needs.”

**Gavin Randall, Procurement Category Manager,  
TalkTalk Group**

“

BT provides Cisco support to our increasing customer base within the UK and Europe. The level of expertise and product knowledge demonstrated by the dedicated staff involved has proved invaluable.”

**Mark Halliday, Head of Procurement, Azzurri**

“

We've worked with BT since our company was founded, and it's provided consistently excellent service and support as the business has grown. We wanted a provider with all the resources and skills necessary to handle the entire break/fix maintenance process on our behalf, to the high service levels we demand internally and our clients take for granted. That's what BT delivers.”

**Dean Foreman, Director & Co-Founder, Capital Support**

For more information contact your BT account manager.

Find out more: [itservices@bt.com](mailto:itservices@bt.com) | [www.bt.com/itservices](http://www.bt.com/itservices)

Things you need to know:

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