

BT Managed Applications

Collaborative and knowledge-sharing applications are increasingly important to effective business relationships, and they can demand a complex infrastructure of servers, networking, configuration, support and backup. We have the resources and experience to manage these critical applications fully on our infrastructure, or where appropriate using your existing resources, delivering reliable and seamless performance across your sites or locations.

Service description

Our portfolio of managed applications delivers sophisticated functionality to help raise productivity and flexibility, accelerating the distribution and retrieval of information for better communication and knowledge sharing, ultimately enabling you to enhance your offer to customers. We can also help you develop an effective e-commerce operation through standard and bespoke services.

Key benefits

- **Flexibility**

We can provide application services as components or as a bespoke end-to-end solution, possibly incorporating legacy systems. Services can be hosted on your premises or through BT's network of managed data centres.

- **Cost effectiveness**

We have the expertise and network resources to keep your enterprise-wide applications up and running, making total cost of ownership transparent and effectively reducing it through our scale economies.

- **Easy administration**

We handle all aspects of equipment specification, software configuration, installation and support, leaving you free to concentrate on core tasks.

- **Scalability**

Our data centre infrastructure is designed so that we move quickly to accommodate growth in your business, through features such as load balancing to ensure optimum use of existing capacity. We can provide additional servers, bandwidth and storage capacity to ensure your applications can grow with demand. Increasing the number of seats, agents or users then becomes a relatively simple task.

- **Security**

We have the proven expertise at every level to protect the underlying infrastructure on which your applications are running, as well as creating secure data exchange to provide essential assurance to your users.

- **Reliability**

We duplicate core infrastructure components, with automatic fail-over to ensure network faults have minimal or no impact on service availability. Pro-active monitoring quickly identifies and resolves potential faults.

- **Enhanced knowledge management**

Through improved opportunities for collaboration you can significantly increase employee productivity. Work teams can share knowledge far more efficiently, as well as being better able to distribute, manage and receive information across the organisation.

Benefits at a glance

- Flexibility
- Cost effectiveness
- Easy administration
- Scalability
- Security
- Reliability
- Enhanced knowledge management



Key products and features

- **Database management services**

We can supply and configure industrial strength databases from Oracle and Microsoft. We can help with design and implementation, including capacity planning, hardware selection, and clustering to give increased performance and reliability.

- **Communication and collaboration services**

We provide and support comprehensive, company-wide messaging solutions from Lotus and Microsoft, giving users fully functional mail accounts, messaging and collaboration tools.

- **Additional security services**

Our managed security services can further enhance the protection supporting your platform, including high availability dedicated firewalls, penetration testing, authentication, encryption and certification services.

- **Web server management services**

We support a range of leading web servers, including Microsoft® IIS, iPlanet™ and Apache. We can manage these applications and the underlying operating system to ensure highest levels of availability and performance. Load balancing and network storage services help to ensure that your site can cope with planned and unplanned demand.

- **Pro-active maintenance**

We monitor equipment and performance round the clock, intercepting faults before they can have an impact on service delivery, ensuring high application availability without the costs of attracting and retaining scarce technical skills.

- **Single point of contact**

A single helpdesk for the entire service streamlines management tasks, saving you time and money.

Features at a glance

- Database management services
- Communication and collaboration services
- Additional security services
- Web server management services
- Pro-active maintenance
- Single point of contact

Why BT?

We are one of the largest and most successful communications businesses in the world. We operate a single global network architecture with coverage in over 60 countries. Our managed applications are delivered in close partnership with leading suppliers including Microsoft, Oracle and IBM. Indeed BT is one of the only major suppliers to offer hosted messaging and collaboration services from both Microsoft and IBM, and is a leading supplier of IBM Lotus® application hosted solutions in Europe.

We work to carrier grade standards of security and resilience, so performance is assured. All our services are supported by a unified set of processes and management options.

We're here to help create complete business communications.

Freefone 00 800 8000 2000

www.bt.com



Offices worldwide

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PHME 43398/05/03

Printed on paper which meets international environmental standards.