



Bringing it all together

BT Unified Communications and Collaboration (UCC)

Technical view

Revolutionise communications with BT Unified Communications

Solutions that are easy to install and manage, but which also deliver the required functionality and compatibility to meet business needs are critical in achieving seamless unified communication and collaboration (UCC). The performance of your UCC applications also depends on the reliability and scalability of your networks, which means you need a vendor agnostic service provider that offers end-to-end solutions.

BT at the forefront of unified communications and collaboration

BT UCC portfolio offers:

Technical expertise:

- 950 Microsoft-certified and 4,000 Cisco-certified engineers.
- 3,000 professional services personnel.

Proven capabilities

- Providing messaging technology and voice integration to more than 250 customers.
- Managing more than 25 million e-mails and 1.5 million e-mail accounts daily.
- Enabling more than 350 PBXs with Microsoft Exchange 2007 Unified Messaging.
- Europe's largest conferencing business with 12,000 ports and local area access in more than 60 countries

Leadership

- Gartner Magic Quadrant leader in Networked IT Services.

Partnerships

- With IBM and Gold Partner accreditation with Microsoft, Cisco, and Nortel.

Comprehensive services

- From wires to the desktop
- A single supplier to maximise value-add and lower total cost of ownership.

BT Unified Communications and Collaboration capabilities

BT UCC includes managed products and services, based on Cisco, Nortel, Microsoft and Nortel technology:

- Voice
 - BT Onevoice
 - IP Telephony
 - Microsoft (MS) Exchange integration
 - IBM Lotus Notes integration
 - Mobile access
 - BT Corporate Fusion
 - BT Hosted Voice
 - Hosted Unified Communications Server
 - Multimedia Voice over IP
- E-mail
 - MS Exchange
 - IBM Lotus Notes
- Conferencing
 - BT Conferencing (audio, web and video)
 - MS Live Meeting
 - IBM Lotus Sametime
 - BT UC Video based on Polycom
 - Cisco TelePresence
- Instant messaging and presence
 - MS Live Communications Server
 - MS Office Communications Server
 - IBM Lotus Sametime
 - Cisco Unified Communications Manager
 - Cisco Unified Personal Communicator

- Customer relationship management
 - Unified Contact Centre Express
 - Hosted Unified Contact Centre Express
 - Contact Centre Efficiency
- Workgroup collaboration
 - MS SharePoint
 - IBM Lotus Quickplace
- Professional services
 - Discovery
 - Audit
 - Performance analysis
 - Design
 - Implementation
 - Project management
 - User training
- Services content packaging
 - Quickstarts
- Identity management
 - Managed authentication

Enabling mobility at BT

As a result of embracing unified communications and collaboration, 110,000 BT employees — more than 70 per cent of the BT workforce — now work flexibly and more than 10 per cent are home-based.

This has:

- Increased productivity
- Cut costs
- Motivated our employees
- Increased job satisfaction
- Enabled a more effective work / life balance
- Increased the retention of key personnel.

There are also significant bottom-line benefits that BT has enjoyed. The move towards flexible and home-based working has enabled:

- Property savings of more than US\$418 million in the last ten years.
- Savings of £135 million in avoided travel and meeting costs last year
- A 80% reduction in BT's carbon footprint since the previous year.

Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

British Telecommunications plc 2007.
Registered office: 81 Newgate Street, London EC1A 7AJ
Registered in England No: 1800000

PHME 53215

Improved communications lowers total cost of ownership

BT Unified Communications and Collaboration (UCC) solutions can typically reduce total cost of ownership through:

- Enabling voice, server and network infrastructure consolidation.
- Better and proactive system availability, health and performance monitoring.
- Improving the manageability and scripting of maintenance tasks using graphical and command line interface (CLI) administration interfaces.
- Enabling modular set up and server roles that improve deployment and provisioning.

Maximising session initiation protocol (SIP) based services (Microsoft Office Live Communications Server) that allow industry standards to be followed

Contact your BT Account Manager to see how unified communications and collaboration can reduce complexity, create efficiencies and develop flexibility across your organisation.

