

Microsoft BPOS™ provided by BT

# Delivering **unified** communications that bring the very best of both worlds

There is a sea change in the way forward thinking businesses regard their communications infrastructure, and how they manage and maintain it. Many are moving to a ‘Software plus Services’ model, because they can get both the latest software and world-class delivery – without having to compromise on either. This reduces the need to manage hardware and software, dramatically cuts the total cost of ownership, and allows them to work with the market leaders in both spheres.

The world today is very unforgiving to companies that do not keep up with technological changes. To compete in the fierce environment of the global marketplace, businesses must be flexible, responsive and ultra-efficient. And communications technology can help achieve this.

Your communication and IT issues are probably very similar to most businesses:

- You want the features of the latest platform, but don't want (or haven't got the in-house skills) to upgrade
- You need to free up your best people to work on strategic IT projects
- You want to control communication and IT costs while doing more
- You need to ensure security and reliability without blowing the budget
- You want to connect with all employees, wherever they are.

Running in tandem with this is the pressure to move towards convergence – a unified communications model where previously separate technologies come together on one network. But very few providers can offer a truly integrated communications solution, because, crucially, voice is overlooked. At BT, we know a thing or two about traditional voice systems, and we have years of experience in integrating legacy systems into new IT capabilities, ensuring an end-to-end Service Level Agreement.

BPOS provided by BT is at the forefront of unified communications

Business Productivity Online Suite (BPOS) is a set of messaging and collaboration solutions hosted by Microsoft, and delivered by us. BPOS consists of the latest releases of Exchange, SharePoint, Office Live Meeting, and Office Communications.

BPOS gives your business the powerful productivity capabilities of Microsoft software quickly, easily, and without the upfront costs of an on-premise deployment. The BPOS tools enable you to communicate and collaborate efficiently and effectively, while releasing your technical people to focus on more business-critical tasks.



These online services, accessed through the BT network with application performance guarantees, will streamline your communications, providing high availability, comprehensive security, and simplified IT management. Your business will also benefit from having rapidly deployed, up-to-date technologies. This will maximise your technical resources, relieve the burden of managing and maintaining business systems and reduce the need for infrastructure investments, as well as dramatically reducing your total cost of ownership (TCO).

Our unified communications and collaboration solutions help people to be more productive by enabling them to connect easily with others in different locations or time zones using a range of different communication options via a consistent and simple user experience. This can include text messaging, voice, and video.

**Crucially, we have the expertise and long-term experience to deliver a truly end-to-end service as well as integrating and managing voice and software applications.**

## The benefits of the Business Productivity Online Suite

BPOS includes:

### Exchange Online

Provide employees access to e-mail, calendar, and contacts from virtually anywhere, at anytime, on desktops, laptops, and mobile devices – while helping to protect against malware and spam.

### Office Communications Online

Office Communications Online provides streamlined access to rich presence and IM capabilities that are centrally managed and work seamlessly with a range of Microsoft Office system programs.

### SharePoint Online

SharePoint Online delivers collaboration capabilities for flexible and efficient interaction with team members, as well as helping you to find organisational resources, search your intranet site, and manage content and workflow.

### Office Live Meeting

Hosted web conferencing services give your employees the power to collaborate wherever they are, set up project meetings, brainstorm ideas, and collaborate on whiteboards – all without the cost and hassle of travel.

BPOS is built on three key pillars: security, seamless experience and “evergreening”. These underpin its benefits, which include:

- Reduced operational costs
- Reduced upgrade and migration costs
- Latest software accessibility (“evergreening”)
- Scalability and rapid responsiveness
- Security for business information
- Guarding against failures
- Limiting compliance exposures.

**We can help you design the solution best suited to your needs, allowing you to quickly and easily extend new capabilities to your organisation without straining your resources.**

## Everything at the centre

Microsoft data centres, located at key sites around the world, host your communication and collaboration services. Your data is always kept separate, as the servers supporting your organisation are built and dedicated to just your company. Your users can seamlessly access communication and collaboration services from anywhere in the world. Our delivery includes SLA performance through world-class MPLS and remote access when required.

## The advantages of BPOS provided by BT

BT is the first Networked IT Service Provider to have committed to a “Software plus Services” strategy and BPOS is a key investment in the 21st Century Network project.

Our unique approach will give you a best of breed solution, combining the benefits of Microsoft’s expertise, global scale and investment in cloud-based services, with our own Global Network Platform and service delivery, which will ensure the readiness of the network infrastructure to carry the associated BPOS data.

Crucially, we have the expertise and long-term experience to deliver a truly end-to-end service as well as integrating and managing voice and software applications.

We believe that BPOS provided by BT provides customers with the best blend of functionality, flexibility and price to meet the dynamic needs of the business moving forward:

- Simple, utility pricing with set monthly bills for what you use with no hidden costs and minimal upfront investment
- Reliable budgeting for the service, including increases and decreases in the number of users
- Global Data Centres and network infrastructure provide cost-effective capacity that can grow quickly with customer needs
- No additional charges or fees to upgrade to the latest software with “evergreening”.

We can help you design the solution best suited to your needs, allowing you to quickly and easily extend new capabilities to your organisation without straining your resources. This is perfect if you need to make rapid deployment and end user rollout a priority, while avoiding large up-front investment. There is no additional hardware to provision; no additional server software to buy, install, or configure; and no expensive maintenance required.

BPOS delivered by BT can:

- Provide economies of scale at a fraction of the cost
- Help you avoid the expense of business continuity and disaster recovery plans
- Reduce your annual operating expenses
- Avoid costs for expensive platform upgrades and migrations
- Reduce time to value for realising enterprise-wide productivity improvements
- Respond quickly to changes in demand
- Extend BPOS capabilities by integrating voice services.

While outsourcing on-premises infrastructures to a hosted environment, we can customise things for your line of business and help integrate it with your business applications and traditional voice infrastructures.



## Why BT

The combination of Microsoft's powerful suite of communications and collaboration applications, and our extensive network, end-to-end management and systems integration capabilities will give you an integrated, innovative communications solution. You'll also benefit from our:

- Proven capabilities. We provide messaging technology to more than 250 customers, and manage more than 25 million e-mails and 1,500,000 e-mail accounts daily. We are also Europe's largest conferencing business with 12,000 ports supporting more than 6,000 audio conferences every day.
- Unique skill-set. We offer a unique combination of telephony, conferencing and IT skills, vital for UCC solutions because they span so many different communications channels, all of which require pulling together to provide you with a joined up, consistent experience.
- Global dependability. We employ more than 30,000 people based in 50 countries to deliver services to more than 10,000 customers, including 60 per cent of Fortune 500 companies, in more than 170 countries.
- Evolutionary approach. We will ensure that you migrate at your own pace with minimum disruption to your business. Our comprehensive approach maximises value-add and lowers total cost of ownership.

We provide messaging technology and voice integration to more than 250 customers and we are at the forefront of voice estate management, with more than 100 years' experience in telephony. We also have more than 20 years' experience developing IP networks, so we can help you migrate and manage your networked IT and voice applications. We are a premier provider of collaboration services to the largest global enterprises in the world – 20 of the Fortune 100 and 80 of the FTSE 100 – and support four of the top ten US companies that rely on collaboration services, as measured by audio conferencing usage.

For further information on BPOS provided by BT, please contact your BT account manager.



## Offices worldwide

The telecommunications 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.

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