



Bringing it all together

Impeccable Public Sector credentials, allied to total commitment



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Natural empathy with the Public Sector

BT's heritage as a Public Sector organisation means that it comes naturally to us to empathise with government departments and agencies.

We've been supporting Public Sector working practices (and change in those practices) for more than a century! And we've been closely involved in eGovernment programmes since they were initiated in 1998.

As importantly, we appreciate that the Government drive to deliver citizen-led services transcends the requirements for increased efficiency and cost savings. It's about doing whatever it takes to serve the real needs of citizens, whatever those needs might be.

Largest ICT provider to the Public Sector

BT is a top-ten service provider across the main categories of Government - Central Government, Local Government, Criminal Justice, Defence, Education and Health (source: Ovum).

For example, we supply services to every police force in the UK and have strategic relationships with over a quarter of them; providing unified communications across highly secure networks, with contracts covering the ICT development lifecycle, business transformation, technical consultancy and application development.

We're also the only provider who has delivered transformational solutions right across the public sector and have been acknowledged as the market leader in business process engineering within local government (source: Kable Industry Reporting 2008). Our customers can therefore be confident that BT:

- Understands what partnering in transformational programmes is all about
- Is well-versed in managing complex ecosystems of third party suppliers
- Has the in-depth experience and skills to implement secure, end-to-end solutions throughout the service chain
- Consistently delivers the very highest levels of customer and citizen satisfaction.
- Continues to invest in its commitment to the Public Sector, while evolving to reflect the needs and challenges of a constantly changing world
- Appreciates what it means to be a long-term government partner in good times and bad including responsibility for helping to care for the nation and its people during national emergencies.



Providing thought leadership in business transformation

While technology is a fundamental enabler, it cannot deliver business transformation in its own right. Only people can do that – committed, highly skilled people; working together to get to grips with how culture, network infrastructure, systems, processes and applications might need to change or be adapted to deliver sustainable benefits.

BT is confident that its practitioner thought leadership approach to business transformation can help to enhance the way that people work, resulting in improvements right across the piece. The benefits will almost certainly include:

- A higher level of knowledge exploitation by individuals and teams
- Freeing up time to address working imperatives
- Faster and better informed decision making
- Substantial reductions in property and travel costs.

In order to achieve these benefits, our methodology is to develop an even deeper understanding of each department or agency's culture, sub-cultures across functions and geographies, behavioural qualities, working practices and work styles. We can work together to explore the art-of-the-possible, by examining how the human factor and technology mix contribute to far more efficient ways of working.

This approach helps to ensure that the technology supports each person's real needs; both immediate and projected. It also enables us to selectively adapt and integrate the appropriate supporting technologies and thus create solutions that enable people to work in an even more effective manner.

In this way – and only in this way – the technology becomes greater than the sum of its parts, as systems and services are tuned to the behaviours needed to support business objectives.

Extending thought leadership to the network of the future

We're providing thought leadership for the proposed Public Service Network – a multiple supplier infrastructure that will deliver connectivity across ALL public bodies. The emphasis will be on shared services, with end-user access based on who a person is, the device they're using and their location.

In this kind of environment, the end user – be it a member of staff or a citizen – becomes the central organising principle. Work, for example, is no longer a place. It's what people do. Where they do it becomes irrelevant; as long, of course, as they are only able to access sensitive information in a secure manner, on a need to know basis.

Quite apart from improved agility through the removal of existing network infrastructure constraints, the Public Sector can look forward to a substantial reduction in overall operational costs through the implementation of what will effectively be a single service infrastructure.

The savings will be similar, proportionally, to the savings government departments, agencies and many local authorities are making now, since we enabled them to converge their voice and data networks and encouraged a move towards a shared services business model and mentality:

- The BT partnership that looks after Suffolk County Council and Mid Suffolk District Council is the only example in the country of fully integrated front and back office services in a two-tier setting. It's delivering transformational change that has resulted in substantially reduced service delivery costs, allied to more accessible and more responsive service delivery
- No wonder Liverpool City Council recently committed £325 million to extend its highly successful partnership with BT until 2017. The business model we developed with them is particularly innovative, in that the partnership has won 30 customers across the public and private sectors; via what is, to all intents and purposes, a shared services platform.

A reputation as an innovator

Adastral Park near Ipswich is BT's main research and development centre (we also have research teams based in Malaysia and a new research centre in China) and home to more than 3,000 scientists, engineers and futurologists. They include many world leaders in their specialist fields, working at the forefront of new technologies and standards development in broadband applications and services, IP and data networks, IT, mobility and converged services.

We invested over £1 billion in research and development in 2008/2009 to support our drive for innovation. BT is also an active participant in the leading European collaborative research and development programme, where we are co-ordinating three projects, providing technical leadership on three other projects and partnering on a further seven projects.

For many years now, we have also been working closely with research partners and leading academic institutions - including Harvard, Berkeley, Stanford and MIT - to explore current business thinking and how it can best be applied to the Public Sector. Here are just a handful of our achievements for and on behalf of government and our citizens:

- The BT Vital Vision programme brings together a unique mix of senior Government decision makers, BT research partners and leading academic institutions, including Harvard, Berkeley, Stanford and MIT. The objective is to explore current business thinking and look at how it can best be applied to Government. This process is enhanced by the quality of the participants and the genuinely stimulating, interactive environment they create together
- Since we connected all five Cornish NHS Trusts over N3, the national broadband network for the NHS, and provided connections for their outlying locations, they've been able to transfer and view medical images between minor injuries units and main A&E departments, thereby enabling accurate remote diagnoses, prescribing and, where necessary, escalation
- BT was heavily involved in the initial pilot of body-worn video cameras with Devon & Cornwall Police, the National Police Improvement Agency and the Home Office Scientific Development Branch. Three hundred police officers participated in these trials. The results were compelling. They included a 7% increase in the number of violent incident investigations resulting in prosecutions, a 14.3% reduction in complaints against police, a 22% reduction in the amount of time officers spent on paperwork and a 27% increase in incidents converted to a crime report. As a result, 50 additional minutes were made available for officers to spend on patrol during each 9-hour shift!
- We've teamed up with Liverpool John Moore's University to develop the Kensington Vision project - a replicable web-based community portal designed to boost local trade, community cohesion and public participation.
- To further boost local engagement, we've joined up with the BBC, Microsoft, Blast Theory and others to create Participate, which enables official bodies to interact with thousands of citizens at the same time
- We've developed a service that enables call centre, office-based and mobile staff who deal with non-English speakers on a regular basis to communicate with them in their own language; thereby reducing reliance on professional interpreters and saving money (estimates indicate that the Public Sector currently spends £500 million a year on interpreter and translation services!).



Delivering effective security solutions in an increasingly insecure world

With 400 full time client-facing security professionals and a further 800 people working on security across the company, BT has one of the world's largest security practices. We were the first UK organisation to achieve the two top IT security accreditations (CERT & FIRST) and are active contributors to the two most important international security standards (IETF and ISO 17799):

- The managed patient care records service we're providing for the NHS is an excellent example of how we put our unrivalled security expertise to good use. It exploits the latest standards for federated operation and is scaled for 1 million clinician entries, complete with role-based registration and fine-grained smart card access control. This system currently handles 650 million transactions a year.
- For the Ministry of Defence, we're providing a directory operating at multiple security levels for 260,000 military, civilian, ally and partner end users.
- When the Criminal Justice Department needed to provide wireless and flexible working for its staff, it came to BT because a large proportion of its data is classed as RESTRICTED. The result was the first secure WLAN environment to conform to the Manual V Government Security Standard and be approved for connection to the Government Secure intranet (GSI).
- We're leading a 21-member consortium to design a pan-European solution for identity management in eGovernment.



Leading the way in agile working

How much money is tied up in buildings that aren't really required? How many staff trudge to offices (causing congestion and pollution) when they don't really need to?

Agile working from BT can reduce the need for expensive office space and help to deliver more services in the field, while at the same time enabling staff to have a workstyle (and lifestyle) that suits them and the jobs they do, reduces turnover and increases individual performance.

- We're currently involved in agile working initiatives with several local authorities – including Powys and Neath Port Talbot – and have implemented programmes for the MOD, NHS24 and countless private sector organisations – all of which have resulted in increased personal productivity and organisational savings.
- As a result of an agile working solution we provided for Westminster City Council, fewer than 25% of their staff now have a permanent desk, and 4,000 sq ft of office space has been freed-up to sub-let. Furthermore, the 2,000 employees at City Hall are benefiting from refurbished accommodation, paid for by the property savings.

BT's own experience in agile working is unrivalled:

- We have 14,500 contracted, full-time home workers.
- Over 60,000 BT people are equipped to work from home on a part-time basis.
- The programme is saving us around £500 million a year in property costs from where we were 8 years ago
 - BT Centre in Central London is an excellent example of the way in which we maximise the utilisation of buildings. Around 8,000 people use the 1,600 workspaces there every day.
- As a direct result of introducing flexible working, there has been:
 - 60% reduction in sick leave.
 - 45% cut in HR spend (over 10 years).
 - £10 million saved in fuel costs in one year (12 million litres of fuel/5,400 tonnes of CO2 saved).
 - £10 million saved by employee retention.
 - 96% retention of women staff after maternity leave.
 - 1,800 years of commuting saved in one year.
 - 1,000 staff retained who would otherwise have left due to changes in their personal circumstances (over the past 3 years).



Substantially reducing the cost of networking

- The Defence Fixed Telecommunications Service (DFTS) is the voice and data network we implemented for the MOD. It rationalised 19 networks and has saved them over £700 million during the first 10 years of operation, plus additional savings of £15 million a year since 2005. The service carries over 750,000 voice calls a day and well in excess of 45 million emails a year.
- The convergence programme we're working on for the Department for Work and Pensions is one of the largest in Northern Europe. With projected multi-million pound savings over the life of the contract, it involves the installation of 155,000 IP phones, 3,000 LAN switches, 3,000 routers, more than 25,000 contact centre seats (already the world's largest IP contact centre), 250 videoconferencing suites and cable upgrades at 50 locations.
- N3 - the national broadband network for the NHS - connects 1.2 million employees, provides more than 40,000 connections throughout England and Scotland and is the foundation for frontline applications. For example, the NHS saves 17p for every prescription transmitted over N3. This alone adds up to a healthy cost saving of around £55 million a year. Other applications running over N3 include Choose and Book, the Care Records Service and the Picture Archiving and Communication System. N3 has already saved the NHS £192 million and will continue to save it almost £95 million a year as it replaces its legacy networks.

Making it easier to do business with BT

BT is the only supplier with a presence on all the major fixed and mobile Catalist ICT frameworks contracts operated by the Office of Government Commerce buying solutions (OGCbs).

This means that government departments and agencies can take advantage of the most comprehensive range of high quality, value for money communications solutions from BT - ranging from commodity products and services, to bespoke, end-to-end solutions, convergence included.

Moreover, when purchases are made from BT through a framework contract, they can be effected quickly - typically with a saving of 77 days - and without the expense associated with going out to tender. For example:

- We can offer very attractive voice rates for BlackBerry devices
- We can provide a single invoice for fixed and mobile services
- We've enabled individual departments to save between 10% and 30% on their call spend through BT Premier Value. More than 650 customers have signed up for this Catalist contract, which has saved the public purse well in excess of £40 million to date.

Specifically for the Police Service, we're working closely with the Association of Chief Police Officers Procurement Portfolio Group and the National Policing Improvement Agency on ways to deliver increased value from our products and services. Plans are being put in place to launch a police purchasing portal in autumn 2009, which will be accessible to all forces and which will provide increased discounts on core BT services to the service as a whole. All forces will benefit from better pricing as a result of BT applying higher discounts to the aggregated spend across the Police Service. These savings should amount to several hundred thousand pounds a year initially, with a target of £1 million a year per annum.

In addition, the introduction of integrated billing solutions will save forces the cost of processing many hundreds of separate invoices each quarter at an estimated cost of £28 each, saving UK policing hundreds of thousands of pounds each year.

Caring for the environment

BT is a socially responsible organisation. We continue to tackle the environmental issues associated with our operations; thinking creatively and acting decisively, both to reduce our carbon footprint and the amount of waste we produce.

In addition to actively encouraging flexible working and distributed team working, here are just a handful of the ways in which we're minimising the effect of our operations on the environment, starting with a commitment we made nearly 20 years ago.

In 1990 the BT Board made a commitment to optimise environmental management across the company. Since then, we have made real strides towards our goal of world class environmental management.

Climate change is higher than ever on the agenda for government and business. Our response is a new plan which takes some ambitious steps to cut our emissions of carbon dioxide. Having already reduced

our carbon footprint by 58% in the UK, by 2020, we aim to reduce the carbon intensity of our global business by 80 per cent compared to its level in 1997.

BT consumes 0.7% of the UK's entire electricity, so we think we can make an important difference. We have pledged to reduce the amount of carbon we emit as a business and help others to do the same.

We are encouraging our suppliers, customers and employees to take action. We also believe that communications technology can be harnessed to help address climate change. Our carbon busting plan commits us to:

- Reduce our own carbon footprint
- Influence our suppliers to produce products that emit fewer emissions
- Influence our customers by providing lower carbon solutions
- Engage our employees to reduce their personal carbon emissions.



Being a generous corporate citizen

In 2008, we gave £25m in time, cash and in-kind contributions to activities supporting society. More than 3,000 employees volunteered for schools, charities and other community organisations.

The quality of our community investment programme is independently evaluated. We achieved a score of 91% in 2008, against our target of 82% due to improved programme management.

We aim to continue investing at least 1% – in cash, time and in-kind support – of underlying pre-tax profits in community and environmental programmes, despite the current economic environment.

Our strategy is to enable more BT people to get involved in helping the communities where we operate. This will increase the proportion of our community investment given in time.

Our charity partners in 2008 included Childline, Comic Relief, Disasters Emergency Committee (Gaza appeal) and the British Red Cross.

We also support a number of education projects and provide resources on our website for people working with children. Around 45,000 have registered on our site so far and our latest resource, the Communication Cookbook, is being used in nearly 5,000 schools.

BT has supported Katha, a charity that educates children in Delhi's poorest areas, since 2001. Nearly 15,000 children now have ICT skills and over 13,000 have related jobs.

Many of our community investment programmes help increase skills and access to communications. For example, our Inspiring Young Minds partnership with UNICEF now provides education, technology and communications skills for disadvantaged children in South Africa, Brazil and China.

Our new Communicating for Success partnership with the Football Foundation will use sport to help reduce digital exclusion and improve communication skills in the UK. BT and the Football Foundation have each invested £500,000 in the scheme.



Official communications services partner for the London 2012 Olympic and Paralympic Games

BT is proud to be the official communications services partner for the London 2012 Olympic and Paralympic Games. We'll be providing the communications infrastructure and services required to deliver the Games in 2012, including the provision and management of voice and data

networks, plus all the internet access and land lines required across London 2012 venues and facilities. In addition, BT will meet the individual communications requirements of the athletes, National Olympic Committees and media. BT is also a Sustainability Partner for London 2012.

Working together for the common good

When two organisations consider embarking on a long term business relationship, it's important for them to have similar objectives and share a belief in how they get there. We think of it as working together for the common good. While it's vital to achieve the objectives you set, the integrity with which you do so must never be compromised.

BT has an unrivalled reputation in governance, working principles and Corporate Social Responsibility, exemplified by our ranking as the top telecommunications company in the Dow Jones Sustainability Index for eight consecutive years.

Public Sector customers can be confident that a BT engagement team will be closely aligned with their team – not only in function, skill and capability to meet stated criteria, but also in their values and in their aspirations for our respective organisations and the citizens we all serve.

As importantly, we're not quitters. No matter how tough the going gets, BT never walks away from a project.

Public Sector customers also have the confidence of knowing that BT is a financially stable organisation; exemplified by the fact that we recently announced a £1.5 billion investment to make super-fast broadband available to 40% of the homes in Britain by 2012, subject to the right regulatory environment.

In short, BT's Public Sector customers know that they can rely on us to come up with the right solution. And they know that we'll be right there by their side whenever they need us.

Ovum substantiates this claim in a recent report, stating: "It {BT} has a strong networked IT services business and a reputation for providing network outsourcing and IT services in end-to-end outsourcing deals to UK public sector customers."

To find out more about how you can take advantage of BT's unrivalled transformational expertise, contact your BT Account Director. Alternatively, speak to Martin Williams on **07764 977 137**, or email him at **martin.5.williams@bt.com**.



Bringing it all together

Offices Worldwide

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