




# BT Advise

## Knowledge that delivers

 Your organisation faces complex challenges every day. You want flexible technology solutions that will help your organisation thrive wherever you are in the world. And to do this, you need a communications supplier that has the knowledge and expertise to deliver what you need.

Consult, design, build and run – it's what BT Advise is all about. Our professional services teams are already recognised by industry analysts as being world-class. They have proven themselves over many years, guiding major customers through extremely complex and delicate technology solutions worth billions of pounds. Now we have brought together all these assets and skills into one team, uniting them around market-leading knowledge management tools and certified processes you already trust.

Organised around our portfolio capabilities, BT Advise combines integration and managed services from around the world through global practices. These cover security, customer relationship management, unified communications, managed network services, managed IT services, mobility, business technology and consulting services to other communications companies. And, with more than 4500 professional services people, we have created a team that has the insight to use its expertise to produce effective solutions that are tailored to your unique requirements.

**“** By integrating digital technologies into the Clinique shopping experience, we are offering the consumer a stimulating and socially modern way to connect with the brand. **”**

Lynne Greene, Global Brand President of Clinique, Origins and Ojon

**“** We have seen so many heroic efforts and success stories throughout the network transformation project. **”**

Kim Kehling, Director GMSS Site Services and Initiative Delivery Project, Proctor and Gamble

### BT Advise

We don't just offer advice and we understand that you don't just want a 'one size fits all' approach. You need to be able to choose the best technology and vendors that are consistent around the world. Using our strong partnerships we can create and manage comprehensive solutions, including applications, equipment and the very best offerings from other third party suppliers to meet your needs.

We believe in pooling our existing knowledge into industry proven best practices. It's a way of doing things that delivers results that work. And, we have carefully documented what we do to make sure our services are highly repeatable and meet strict quality standards.

Our global team of expert consultants offer advice, backed up by world-class solutions and years of working with a large variety of clients. And, our extensive knowledge management library covers industry and technical expertise that represent over 25 years of knowledge, giving our teams access to decades of experience and intellectual property.





The BT project has made a significant difference as the forty BT supported schools are in villages that lack information and communication technology equipment and trained teachers. The BT project is helping to go much further into the most vulnerable areas and reach the children who have the poorest quality educational services.”

**Dale Rutstein, Chief of Communications and Private Sector Partnerships, UNICEF China**

We offer a range of professional services to support all of our portfolio capabilities.

## Advise Connect

Ensure your network meets the growing needs of your business. Using our unique insight, we will develop your network strategy, analyse existing infrastructure, implement improvements and manage a platform to deliver optimal network capability across the globe.

## Advise Contact

Improve your contact centre service by managing end-to-end projects, limiting risk and reducing cost and implementation time. We have over 25 years experience providing more than 4,000 On-Premise, Hosted and Cloud Contact Centres to over 1,000 customers around the world.

## Advise Compute

Understand what you need to do to lower your IT costs, reduce complexity and make your operations more secure and efficient. We help you assess your existing infrastructure and define what you need to make the move to cloud-based services. We can then help you plan the changes and measure their impact.



BT has a significant global professional service capability, enabling it to address complex projects and network outsourcing deals.’

**Joel Stradling, Current Analysis**



## 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.

© British Telecommunications plc 2012.  
Registered office: 81 Newgate Street, London EC1A 7AJ  
Registered in England No: 1800000

## Advise One

Connect to your customers, employees, partners and suppliers more efficiently. We help you build a high-level business case for change that addresses the financial, behavioural and political benefits of adopting new unified communications and collaboration practices.

## Mobility

Take full advantage of the opportunities presented by mobility. As workforces and customers become more mobile, enterprises need to embrace the change whilst maintaining control of their Mobility eco-system. From information workers and field workers to processes, applications to assets, we can help you create new ways of working to unlock business value and bring benefits across your entire organisation.

## Advise Assure

Build resilience into your business processes. By developing a coherent security strategy for your business we can help you put in place effective risk and compliance management, test for malicious system attacks and support identity and access management, including assessments of practices, process and policies.

## What makes us different?

Our network centric insight allows us to bridge the gap between business and technology. Using our core capabilities, we design changes based solely on the needs of your organisation. We don't assume the existing infrastructure is automatically wrong, and we don't just 'rip and replace'.

In short, BT Advise is the only global organisation that can offer you the advice, knowledge, experience and approach you need to support your organisation wherever you are and whatever industry you work in.

For more information go to [www.bt.com/btadvise](http://www.bt.com/btadvise)



BT Global Services' in-house consulting and professional services strengths are a differentiator. BT has done a good job of packaging these into "Quick Start" engagements around key areas such as mobility, security, unified communications and IT operational efficiency.”

**Sandra O'Boyle, Current Analysis**