

# Get a complete view to boost network performance and find and fix faults fast

Unified communications are complex. It can take a long time to find the root cause of a fault. And downtime is frustrating and costly – as users find alternative and disjointed solutions. We'll help you see how your entire estate is running, so you can manage performance and identify faults before anyone else notices.

On average, unified communications (UC) issues take up to three times longer than network problems to identify. Any downtime is bad news. But extended downtime affects productivity and causes high levels of dissatisfaction. Worst of all, if it happens regularly you might find a shadow IT budget taking shape, as users find alternative solutions that drive up costs.

When you're rolling out UC, all this affects your projected ROI – and the costs of keeping multiple systems operating during the transition mount. To avoid this, you need to know:

- Are we meeting our service level agreements (SLAs) ?
- Are we in control of our UC environment, now and going forward with growth?
- Is voice and video up and running?
- Are any elements down?
- What's voice quality like?
- Are users adopting our new technology?
- How is the system being used, and are we collaborating in the best way?
- What happened during our last outage, who did it impact and for how long?
- Are we providing the best customer experience?

## Measure and manage performance

To ensure optimal performance and quality of both voice and video, a unified communications and contact centre customer experience strategy is vital to the successful usage of your collaboration deployment. You need to get to grips with performance across your entire platform and network so you can see if it's meeting people's needs and SLAs at all times while minimising cost and complexity.

## Everyone benefits from better monitoring

**End users:** A more continuous, excellent user experience, as potential issues are resolved much faster (or before they're even noticed)

**Voice team:** Visualising granular data helps troubleshoot issues in real time and resolve incidents more efficiently to avoid service impacts, while proactive monitoring helps triage to prevent issues before they affect systems and users

**Network team:** Clarity for engineers shows exactly where the network could be impacting the unified communications services

**CIO/CTOs:** Helps realise ROI on finished projects by clarifying how well a new function has been adopted and is being utilised.

One Cloud monitoring gives you:

- **Faster troubleshooting** to help triage and perform root cause analysis – whether it's on the One Cloud platform or network
- **Pre-defined displays** to help monitor key performance indicators
- **Combined historical and live data**, delivering an end-to-end view for a better quality user experience
- **Support for multiple vendors and technologies across UC**, contact centre and call recording assurance
- **Real-time monitoring** for proactive fault resolution – identify and resolve issues before end users even notice.

## Monitoring and performance management to deliver an enhanced user experience.

One Cloud monitoring is delivered from our cloud network over the same connection as your One Cloud or Cloud Contact deployment, without the need for any equipment, such as network probes, on site.

One Cloud monitoring is integrated with a number of platforms. And shared access means you can tap into a whole range of other capabilities – all over your same connection.

### Office 365

No need for on-premises infrastructure with a fully managed hybrid cloud environment. Users can be “homed” in either Cloud PBX or One Cloud Microsoft\* – with all PSTN breakout provided by One Cloud Microsoft.

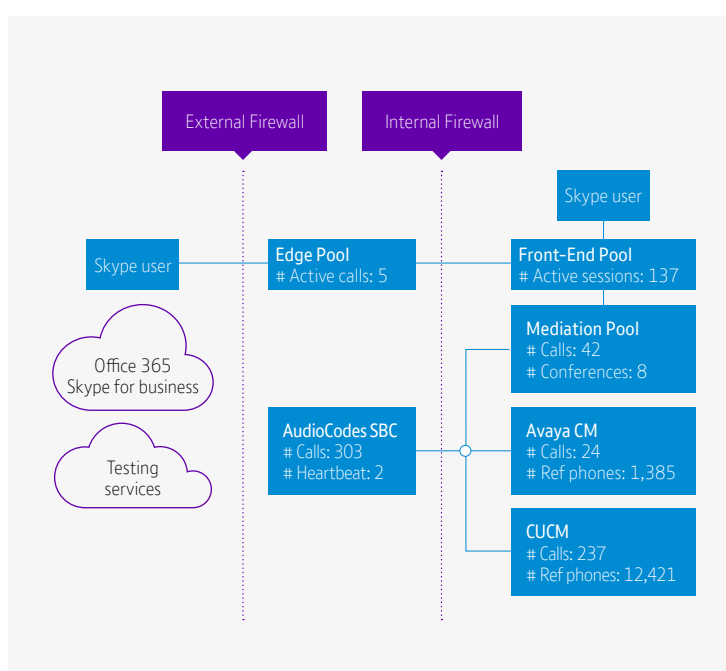
One Cloud users also have support for functionality like dial-plan support, call-recording and response groups.

### Contact centres

Blends traditional contact centre functions with new channels (like voice, chat, video, e-mail and social media) using the Skype for Business application and infrastructure. That means agents can seamlessly communicate with back office experts on the One Cloud Microsoft platform to solve problems first time and keep customers happy.

These additional cloud services create:

- a great user experience through richer collaboration tools
- improved system performance with real time monitoring
- a better service for your end customers by ensuring they can contact you in the way they want to, creating a better user experience.



## Why choose BT?

We have data centres around the world – including dual data centres, geographically separated in North America, UK and Asia Pacific. We make things simple, with a single global price, charged per user per month. You can easily add other applications, such as contact centre or call recording, through shared access. And we help reduce risk – with security and compliance capabilities that meet ISO27001 standards.

- we have already sold over 700,000 cloud voice and UC users – and One Cloud monitoring is delivered over the same connection as One Cloud
- we're one of only five 'elite' Cisco Global Gold Certified Partners, deploying more Hosted Collaboration Solution (HCS) seats than anyone else

- we are a Microsoft Global partner, a Gold Partner, and FastTrack for Cloud Voice accredited
- we use market leader IR Prognosis, certified with Cisco, Microsoft and Avaya for UC, Contact centre and Skype for Business
- we've been positioned in the Leader quartile of the Global UCaaS Magic Quadrant by Gartner in both 2016 and 2017
- we maintained our “very strong” ranking with GlobalData (formerly 'Current Analysis') global communications and collaboration in 2015, 2016 and 2017.

## What could One Cloud monitoring do for you?

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Issued: April 2018

