



Converged LAN

BT Converged LAN provides Customer Premises Equipment (CPE) for Local Area Network (LAN), wireless LAN and Internet Protocol Telephony (IPT) with a full range of maintenance and management services, available on a global basis.

A Converged LAN for the convergence revolution

BT Converged LAN is a fully managed, international IP solution that incorporates a broad range of CPE, maintenance and management options for the LAN, wireless LAN and IPT environment. Tailored to meet your needs, the solution provides a reliable and secure foundation so that you can embark on your journey towards convergence and unified communications.

BT Converged LAN offers an end-to-end solution which has the capability and expertise to bring you the following benefits:

Reduced costs

- Converging voice and data onto a single network can reduce cabling, network, maintenance and equipment costs.

Operational efficiency

- Secure reliable infrastructure and enhanced communications can help your business operate more efficiently.

Improved productivity

- Shared real-time access to applications enhances employee productivity as staff can collaborate online wherever they are.

Enhanced customer service

- A managed infrastructure enables you to run applications, such as Unified Contact Centre, Unified Messaging and Unified Communications Video, to further enhance your customer contact strategy.

Maintain core business focus

- We manage your network and your site equipment so that you are free to concentrate on your core business.

Business continuity

- Our quality of service and Service Level Agreements (SLAs) allow you to implement convergence while maintaining business continuity.

Key features

BT Converged LAN provides the secure and reliable managed LAN and IPT solutions that you require on a global basis. Our solutions provide the building blocks for future developments, such as Unified Communications and Fixed Mobile Convergence.

Products and service

- **Professional services:** using a wealth of experience in converged solutions, BT's consultants will help you optimise your network.
- **Network:** to ensure you receive a high level voice quality, your voice traffic will run across BT's own MPLS network which is class of service enabled to ensure high-quality voice in an IP environment.
- **Equipment:** the supply, installation and maintenance of CPE and network components with the secure service offering which has been implemented successfully across the world.
- **Provision:** a range of options, including project management, design and commissioning, on-site installation and staging, to help you get your applications up and running as quickly as possible.

Quality of service

- **Service Level Agreements:** ensure you receive the level of service and performance you need.
- **Help desk:** in-country help desks provide you with a single point of contact for any queries or issues.
- **Maintenance:** can be tailored to suit your business requirements.

Management

- **Configuration Management:** ranges from software updates, moves, adds and changes to archiving and restoration of data, to help you guard against data losses.
- **Fault Management:** corrects faults remotely, automatically and unobtrusively to eliminate any disruption to your business before it affects your service.
- **Performance Reporting:** monitors and measures your network's performance in near real-time. Customised reports identify and analyse problem areas so that you can take corrective action.

Technical specifications

BT Converged LAN currently includes the following products and services:

Cisco CPE

Managed IP Telephony solutions

BT voice services and associated applications are built around the Cisco Unified Communication System. The Cisco Unified CallManager extends enterprise telephony features to packet telephony network devices such as IP phones, media processing devices, Voice over IP (VoIP) gateways and multimedia applications.

Managed LAN solutions

This includes the design, installation and management of intelligent LAN switches, based on the Cisco Catalyst switch series.

Managed Wireless LAN solutions

BT offers customers a Cisco Unified Wireless Network which includes the following sophisticated features for seamless mobility:

- Support for wi-fi multimedia (WMM),
- Quality of service (QoS),
- Virtual LANs
- Fast, secure layer 2 and layer 3 roaming
- Advanced WLAN security and
- A radio frequency (RF) site survey

Service options:

Professional Services

Our expert consultants can assist in the following areas:

- Complex application design and deployment
 - LAN Healthchecks
 - Layer 3 LAN design
 - Voice/data convergence
 - Combined LAN devices (eg Switch/firewall)
 - LAN discovery
- Converged IP Training

Customer on-site training includes:

 - Pre-installation planning
 - On-Site Go-Live Support
 - Cisco IP Telephony System Administration
 - Cisco IP Telephony End User Training
 - IPCC Express Administration and User Training
 - Unity Voicemail and Unified Messaging – administration and end user training
 - ARC – Operator Console User Training

Service Level Agreements

- On Time Delivery
- Service Availability

Performance Reporting

- Silver Package: indicates the status of service options, including LAN devices, as well as providing trend information and a LAN health summary.
- Gold Package: Silver Package features plus more detailed reports and charts on health-index values, performance and availability.
- Platinum Package: includes the Silver and Gold Package features, as well as customised reports that can run at selected intervals.

Configuration Management

- Software moves, adds and changes (SMACS)
- Archive active LAN software configurations
- CPE software upgrade management
- On-site archive and restore services

Proactive Fault Management

- Rapid Diagnostics Service: enables remote access to your network to diagnose and repair faults
- Proactive Alarm Monitoring: entry-level fault monitoring service identifies potential problems
- Proactive Fault Management (LAN): actively accesses devices to monitor performance indicators
- Critical Port Monitoring: proactively monitors nominated individual ports at five minute intervals
- Help Desk

Maintenance

- Standardcare: maintenance in standard working hours, excluding weekends and bank holidays, and offering a response time by the end of the following working day
- Totalcare: around the clock maintenance with an on site response time of less than four hours.

Project Managed Installation

- Project management: agreement of a project rollout plan and management of the implementation
- Commissioning: design, commissioning and testing
- On-site equipment installation: loading the configuration, functionality testing, checking network equipment visibility and conducting end-to-end solution testing
- Staging: ranges from simple box testing (plug and power on tests) to full racking, configuration and network replication

Equipment Purchase Option

- Customer owned
- Leasing arrangements (subject to availability)
- Rental

Network

- BT MPLS

Who should buy

BT Converged LAN is ideal for customers that require:

Global reach

- When you have staff and offices in many regions or countries

Tailored end-to-end solutions

- To meet their unique business needs
- To reduce costs, increase productivity and enhance operational efficiency
- To enable you to focus on your core business

Converged voice and data

- To reap the rewards of the convergence revolution
- To provide a platform for Fixed Mobile Convergence and Unified Communications
- To improve communications, enhance customer service and achieve competitive advantage

Mobility

- To enable secure flexible and mobile working arrangements
- Reliability and security
- To maintain business continuity and to help ensure compliance

Availability

BT Converged LAN can be installed in all countries where BT operates.

Why BT?

Sophisticated networks

- BT's 21st century network (21CN) or multi protocol label switching (MPLS) network is the world's largest Internet protocol (IP) infrastructure that ensures scale, quality, resilience and security.
- More than 160,000 customer sites have already been connected, with up to 2,000 new ones connected each month.

Proven experience

- Leader in voice estate management with more than 100 years of telephony experience.
- More than 20 years experience developing IP networks enables us to help you migrate and manage your voice capabilities.
- We have extended our unparalleled expertise in large-scale convergence implementations in the UK to support our global customers and have documented case studies to support this claim.

Global expertise

- BT employs or contracts more than 100,000 people in 160 countries.

“Only BT was willing to offer connectivity to difficult-to-reach locations such as Nigeria. BT proposed a combination of technologies backed by a strong commercial offer and demonstrated that it could work with other companies throughout the world in delivering the service.”

— Erwan Roze, Network and Security Manager, Geoservices.

Cisco credibility

- In-depth experience to deliver Cisco solutions with Cisco Gold Partnership status.
- More than 4,000 Cisco-trained engineers.

Solutions for the future

- BT is at the forefront of advanced technologies.
- We were the first service provider to implement Cisco's TelePresence in Europe.
- Steady recruitment and training of Microsoft engineers to take advantage of developments in unified communications.
- BT implemented the UK's first Fixed Mobile Convergence solution.

BT standard terms and conditions apply. The indicative prices on this website are for information purposes only and are subject to change. Every effort is made to ensure that they are kept up to date, but if you require further information on BT's current prices, please contact your account manager.

Offices worldwide

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