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About Network and Business Transformation Solutions

Network and Business Transformation Solutions help you turn your company into a next-generation communications provider for the 21st century.

Working with BT gives you access to exceptional business and technology expertise, and our own extensive experience in next-generation network transformation. This can significantly reduce the risk of substantial business and technology change to ensure your transformation delivers the benefits that you and your customers desire.

For more information please contact: globaltelecommarkets@bt.com or visit www.bt.com/globalservices/globaltelecom
Why do you need it?

Customers now have high expectations and can choose from a growing choice of communications providers. This means that service levels, fulfilling service promises and providing high performance-visibility are becoming key differentiators.

Service is the Differentiator

Immediate response to, and resolution of, incidents raised by automated monitoring of alarms, network performance and CoS thresholds can help ensure your customer service organisations will stay one step ahead of their customers.

Guarantees are now expected on end-to-end network performance and traffic delivery by CoS. Failure to provide such guarantees, or provide adequate customer reporting, means your key business operations could be in jeopardy.

To retain customers and attract inward investment to campuses/cities then a Network Operations Centre is an essential component. It will enable you to support customer expectations and enhance business performance management.

Customer service built on efficient management of the network through an up-to-the-minute Network Operations Centre and support organisation is now a key differentiator.

Our approach

Our methodology is proven and developed over many years and engagements. It ensures that our solutions effectively meet your business and operational needs and will support your future aspirations.

It provides a sound, structured and logical approach to the development of the solution proposition followed by the design, delivery, implementation and benefits realisation. The key phases of the Consultancy and Build stages are shown in the diagram below.

High quality programme management ensures governance, business change, supplier management and communications are an integral part of the delivery process.

Our approach is also about rapid availability of useful information. Priority is given to early delivery of functionality to ensure, wherever possible, demanding business targets can be met.

Careful phasing of the solution during delivery planning also ensures basic items such as network performance and alarm information are available before more complex areas, such as customer and service correlation, are considered. This enables the build up of information and operator expertise during the phased delivery process.

We employ a collaborative and experience-based approach that utilises an international team of acknowledged thought leaders and achievers. Our proven methodology can be tailored for individual engagements if required.

Key Phases of Consultancy and Build

We provide a full design and build service for your Network Operations Centre, including, if required, all processes, organisation, software, hardware and support for initial operations.

BT’s unrivalled experience of building and operating Network Operations Centres will help you build a highly functional Network Operations Centre facility and exploit it effectively.

Our transformation services can help with:

- Auditing and tuning existing Network Operations Centres
- Multiple Network Operations Centre consolidation
- Greenfield or Brownfield design
- Network, process and organisational design
- Build, deployment and operation of Network Operations Centres
- Wilder systems and business integration
- Creating a network, systems and transformation roadmap

Our transformation services can help:

- Market Competition
- Service Convergence
- 24/7 Tiered Support

Our transformation services can help:

- Business Operational Costs
- Increased Automation
- Customer Retention

Our transformation services can help:

- Quality of Service Reporting
- Proactive Support
- Performance Visibility

Our transformation services can help:

- Service Level Guarantees
- Customer Expectations

Active monitoring of alarms, network performance and Class of Service (CoS) thresholds will automatically raise trouble tickets identifying the root cause of issues and customers affected.

Enforced ownership of tasks (order, faults and queries), coupled to jeopardy and escalation management, helps to ensure that work progress is visible to your whole organisation.

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Key Phases of Consultancy and Build

1. BT 21C Consultancy Services
   - Design & Technology Roadmap
   - Transformation Roadmap
   - Feasibility & Specification
   - PHASE 1
   - PHASE 2
   - PHASE 3

2. BT 21C Build Services
   - Design & Technology Roadmap
   - Build
   - Migration
   - PHASE 4
   - PHASE 5
   - PHASE 6
   - PHASE 7
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