

Make communication and collaboration easier for everyone

The way we work together is changing. Conference calls, virtual meetings and screen-sharing free people to work more productively wherever they are. But separate data and voice networks can throw up barriers to communication, while making things more complex and costly to both manage and use. We'll remove this complexity and help cut costs with an integrated, cloud-based collaboration platform.

We have the potential to work from almost anywhere. Simple, convenient collaboration solutions make virtual meetings feel as natural as face-to-face, and can open up new ways of doing things.

As well as helping people be more productive, cloud-based communications and collaboration cut complexity and reduce costs. By consolidating voice and data, you can use your existing data network, or even the internet, to connect to a cloud service and introduce new collaboration tools – all without needing large amounts of capex or in-house IT expertise.

One Cloud Microsoft offers a real choice in how you communicate, with the same capabilities on mobile and desktop, including:

- **HD voice** – better clarity and understanding as people get the message first time
- **HD video** – cuts the cost of business travel and frees up time to be used productively
- **IM and Presence** – see availability and get instant answers – to remove roadblocks and speed decision-making.

On a 'pay as you go' (per user per month) model there are lower upfront costs and simple, predictable global pricing.

Digital transformation at a pace that suits

The great news is that it doesn't have to be done all at once, and you can make the move without massive upfront costs. You can start the transition when you're ready.

It's even easier if you already have a BT data network, as we can deliver new services faster and with less cost over your existing connection. Or you can just access the service over the internet.

Unleash your real potential

- **Simplify communications** – manage everything from a single interface, via desktop or mobile
- **Be more flexible and boost productivity** – work easily from home, on the move or at client sites
- **Make decisions faster** – simplify and accelerate communication and collaboration
- **Lower your total cost of ownership** – and cut on-going communications costs
- **Accelerate implementation and adoption** – evaluate the potential for your business without extensive up-front investment

With the right platform in place, you can do almost anything

One Cloud Microsoft is integrated with a number of our 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 Office 365 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.

One Cloud monitoring

Our root cause analysis covers both the One Cloud platform and network and near-live monitoring means we can spot and snuff out problems before a user even notices. It’s all delivered over the BT network on a per user per month basis. And with no on-site equipment needed we can quickly roll it out across even the largest UC environments.

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.

Get ready for Microsoft Teams

We’ve also been working very closely with Microsoft on Teams, looking at the migration from Skype for Business.

We can support the integration of Teams into the BT cloud and the migration of Microsoft UC users when they’re ready to move.

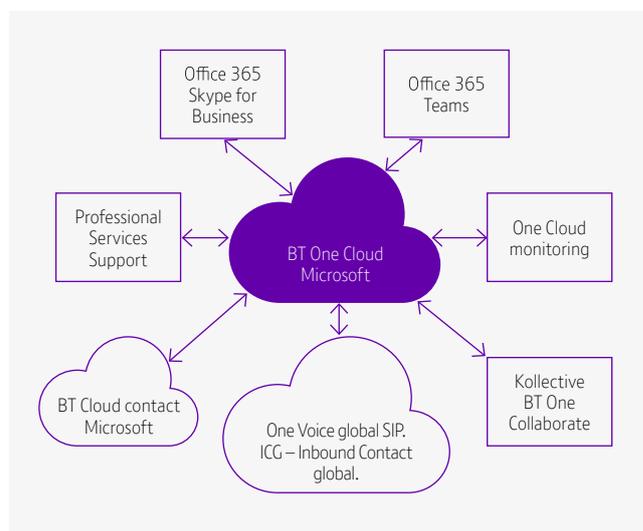
“We were looking for a global network and cloud services integration partner to help us gain more control over our network estate, increase efficiencies, maximise the benefits of the cloud and help accelerate our digital transformation. BT will take away the burden of managing a multitude of different suppliers and make it easier for us to implement new services for our employees and customers.”

General Manager of Global IT Solutions.

Why choose BT?

We are a Microsoft Gold partner with eight gold accreditations and manage over 340,000 One Cloud Microsoft users from data centres around the world – including redundant, geographically separate datacentres in Europe, Americas and Asia Pacific. We can offer additional cloud services such as call recording, monitoring and analytics, each with a single global price per user type. We’re also:

- Cloud Voice System Integrators, offering managed services based on Practical Guidance for Cloud Voice (Microsoft FastTrack) partnersolutions.skypeforbusiness.com/partners/bt
- Positioned as a leader by Gartner in the Global UCaaS Magic Quadrant in both 2016 and 2017
- Ranked “very strong” by GlobalData (formerly ‘Current Analysis’) for global communications and collaboration in 2015, 2016 and 2017



What could One Cloud Microsoft do for you?

Visit btireland.com/products-and-services/communication/unified-communications

Issued: October 2018

Offices worldwide.

The 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. © BT Communications Ireland Ltd 2018. Registered office: Grand Canal Plaza, Upper Grand Canal Street, Dublin 4. Registered in Ireland No. 141524

