



# BT One Cloud Cisco

Hosted Collaboration Solution



## Collaborate how and when you choose with no term commitment

There's a whole new raft of devices and applications that help us communicate better and deal with our fast paced and dispersed working lives. Imagine how you could transform your organisation by fully harnessing this new technology. Not only would it be better for the people who work there, but you would reap the benefits of improved efficiency and significant cost savings.

***“More than half (58 percent) believe that such cloud solutions can be kept up to date more easily, and almost a third (29 percent) would prefer to pay for collaboration services on a no commitment basis.”***

Digital Dislocation in the Workplace - BT/Cisco Joint Research Paper – November 2013

So executives realise that, to remain competitive in a changing environment, they must update their communications technology and enable new ways of working. But moving from reliable traditional communications systems to a new system where everyone can connect their mobiles, laptops, and seemingly anything else they have to hand is daunting. The challenge is to introduce new technologies and enable collaborative ways of working without causing disruption to your organisation.

### What we think

You need to create an up-to-date and secure corporate IT environment that enables better collaboration between customers, partners and suppliers; allowing them to share ideas quickly, make decisions faster, and enjoy an overall better way of working.

And creating this is not as difficult or expensive as you might think. What you need is an approach that allows you to implement new technology alongside existing traditional infrastructure, avoiding disruption to your operations and quality of service.

We believe unifying your communications is the way to go. You can have all voice and data, on one network; simplifying your communications and helping you lay the foundations for the future with a system that can handle the next generation of communications without you having to invest more.

## How we can help

One Cloud Cisco lays the long-term foundations for voice, video and data communications. It includes a full range of collaboration tools including mobility, presence, instant messaging, unified messaging, HD video and HD voice. It can be deployed on a pay per user basis, with options for no term or call volume commitment, directly addressing the need within IT departments for solutions that are cost efficient, scalable and easy to deploy.

Reducing cost remains a business priority; organisations that have taken cloud technologies beyond trial have experienced, on average, a 24 percent reduction in total operating costs and a 25 percent improvement in productivity (Digital Dislocation in the Workplace – November 2013).

Combined with the BT One Voice portfolio of services, the new solution brings additional benefits to companies through savings of up to 25 percent on international calls and more than 45 per cent saving on mobile and roaming charges with the Jabber mobile client. You can choose what functionality you deliver to individual users, teams or sites, and as updates are done by us in our data centres, there's no need to budget for future upgrades to keep your communications up to date.

### One Cloud Cisco

- Starts from £7.50 per user per month, and we will even offer with no call commitment and no minimum term
- Offers full UC capability.... including
  - HD voice to make audio calls and conferences more effective by ensuring the message is right first time,
  - HD video to make virtual meetings a reality so reducing the amount, and hence cost, of business travel, at the same time as improving work life balance, and freeing up travel time to be used productively ,
  - IM and presence enables you to see who's free and get quick answers – removing roadblocks, speeding up decision making and accelerating time to market.
  - Unified messaging to allow users to respond quickly to colleagues, customers and partners and easily prioritise and manage messages, access meetings on your calendar, and connect to colleagues by simply saying their names.
- Delivers BYOD services – improving the user experience, and ensuring it is done securely
- Add Contact centre capability so you can manage front and back office on a single platform
- Integrates to third-party applications and devices like Microsoft or IBM, Windows or Mac, iPhone, BlackBerry or Android, or even Google applications
- Brings pricing flexibility... The way it's licenced... means we can offer more competitive utility pricing and commercial packages

The Jabber client is a key part of how collaboration is enabled to people in the office, in remote locations, or on the move. It runs on either a MAC or Windows PC desktop, or on a wide range of smartphones or tablets, including IOS, Android and Windows mobile.

The basic Jabber client offers IM and presence, and comes as standard for all One Cloud Cisco HCS users, or One Enterprise Cisco users

One Cloud Cisco now delivers the same functionality from the cloud as with an on-site One Enterprise Cisco solution – so for those customers that have an existing investment in on-premises Cisco, we can supply a truly hybrid cloud and enterprise system, maintaining some sites on legacy environment who can be cut over when appropriate.

## Our experience

We're already helping some major customers to collaborate more effectively:

### **BT One Cloud gives National Express advanced telephony benefits at low risk**

BT helped National Express, a leading public transport provider, to take a step towards an IP-based future. National Express could see the potential advantages of moving to an IP telephony infrastructure; however it is a major user of BT Featurenet for its voice services and did not want to change its entire architecture overnight. BT One Cloud offered National Express the chance to try IP technology without up-front capital expenditure, while continuing to use BT Featurenet. BT One Cloud inter-operates seamlessly with existing services, allowing National Express to make the most of its existing investment whilst setting a clear, low risk path to IP telephony.

*"We talked to several potential suppliers, but the attraction of the BT One Cloud solution was that it offered us a low risk migration path to IP telephony with a utility-like per-user charging structure."*

**Mark Smith, IT Infrastructure Director, National Express**

### **Providing voice to London 2012**

One Cloud Cisco was chosen to deliver voice services to London 2012. The solution delivered 14,500 One Cloud Cisco handsets during Games-time across the 94 venues, including the media centre and LOCOG headquarters. It handled almost 500,000 outgoing calls (947,000 call-minutes) 366,420 incoming calls (625,000 call-minutes). Traffic peaked in the days leading up to the Opening Ceremony with nearly 100 incoming and outgoing calls per minute

*"The BT One Cloud service offered a total plug-and-play capability and, along with the BT IP Connect wide area network, provided virtually 100 per cent availability."*

**Hannah Wignall London 2012 Delivery Programme team**

For all of the above case studies see: <http://www.globalservices.bt.com/uk/en/casestudy>



## Why BT

At BT we help pull things together, offering solutions that work best for today and can cope with whatever may come tomorrow. Our One Cloud Cisco solutions come with:

- **Experience** – BT has been at the forefront of voice for over 150 years - Through our knowledge, experience and capability, we understand how critical voice is:
  - We manage over 20 million analogue lines, 100 billion minutes per year and 300 million calls per day
  - Our **Global coverage provides** support in 198 countries and territories, and is used by over 2,800 multinational customers who trust us to deliver a consistent 99.99% availability
  - One Cloud provided voice to the London 2012 games
- **Cost effective** – Only pay for what you need, when you need it – no need to scale for peak volumes – and in combination with our one Voice global VPN save at least 25% of international and mobile costs.
- **Integration** – we integrate new technology with existing infrastructure; so you can make the most of past investments whilst enjoying the benefits of new technologies, and we can ensure a smooth transition at a pace that suits you.
- **Extensive industry experience** – we have a wealth of experience in the traditional and IP telephony markets and manage over 250,000 cloud UC users and we support over 1.5m managed IPT/UC users, We provide messaging technology and voice integration to more than 250 customers, and manage more than 25 million emails and 1.5 million email accounts daily.
- **Peace of mind** – all our solutions are backed up by BT Assure; one of the biggest dedicated security practice communities in the world with 1800+ consultants, architects, and designers.
- **End to end solutions** – Our broad portfolio, from network, through security to end user devices, means we can offer more complete end-to-end solutions
- **Award winning capabilities** – we are recognised for the breadth and depth of our services, for example we were named Frost & Sullivan's Unified Communications provider of the year in 2012.



*BT Global Services has an end-to-end UC portfolio, including global network infrastructure, professional and managed services and comprehensive conferencing services. It has one of the industry-leading videoconferencing and telepresence offers. BT has pioneered the development of web-hosted video meeting services, launching video telepresence exchanges, and exchange-to-exchange video communication services. Notably, BT was the first provider to offer a global hosted IP telephony platform, with over 150 thousand seats deployed, 1 million IP phones deployed and 600 TelePresence rooms managed."*

Frost & Sullivan, ICT Europe



### Offices worldwide

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