



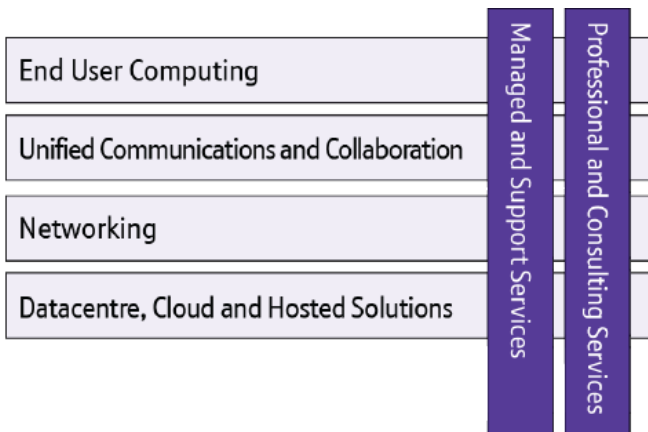
End User Computing.



It's time to develop your business, and you know IT can help. But today's market is complex. You need an IT partner you can trust. Someone who takes the time to understand your business, helps you develop your strategy and choose the right technology. Someone who's been proven to deliver.

Technology is a key driver of change in most businesses. It brings opportunities to cut operating costs, helps your employees work more efficiently and improves the service you offer to your customers. But the IT landscape is getting more complex, and it's hard to keep up with the skills and knowledge you need to deliver successful transformation projects.

We've brought together our technical skills, our partnerships with market-leading vendors and our comprehensive portfolio to give you integrated solutions so you can stay ahead in your market. Our specialist IT services offer design, delivery, management and support, and are built around seven key portfolio practices.



End User Computing.

In today's 24/7 world, everyone expects to be able to work anytime, anywhere – and on any device. We help you find the best way to give your people the equipment, access, applications and software they need to do their jobs. And we make sure you've got the security and control you need across all your IT.

We're experts in our business – so you can be experts in yours.



End User Computing.

What we offer.

- **Our Professional Services** can help with assessment, strategy development and project management.
- **We can source, supply, deliver** and configure user devices and hardware.
- **We provide applications** and services to help users perform better.
- **Our Desktop Transformation Solutions** help deliver IT services and applications to end devices, virtually. This offers flexibility and security, and makes it easy to back up.
- **Mobility and BYOD** let you access information from anywhere, on any device, securely.
- **We offer flexible Managed and Support Services**, from break/fix and service desk to full outsourcing.

What's in it for you?

We'll take the time to listen closely and understand your goals, so you get the best solution for your organisation. Your people will be more productive because they'll be able to work securely – anytime, anyplace, anywhere and on any device. And our helpdesk is available 24/7.

We help reduce costs – integrated and simplified IT and applications reduce the amount of expensive IT resource needed and cuts costs on hardware and maintenance. It also helps employees work more productively so you get more done.

Why choose us?

- We bring specialist IT skills, experience and knowledge and apply that to your specific business needs.
- We follow ITIL Service Management Framework best practice. We also have BS ISO IEC 20000 (IT Service Management) certification.
- We lead with partner accreditations, certifications and qualifications from market-leading vendors: Microsoft, Citrix, VMware, Cisco, HP Inc., Symantec, Lenovo and Apple.
- Much of our service is technical advice and assistance, all included in the price. Many of our competitors charge extra for this. We don't.

“ Previous experience of working with BT proved invaluable. They always provide great customer service. ”

Paul Marsden,
Head of IT Operations, KCOM Group

Our vendors:



KCOM Group.



KCOM Group's desktop software and hardware was outdated and slowing their employees down. KCOM ran a 12 month project to refresh the desktop software and hardware across the group. BT were selected as the right partner for the project.

BT scheduled individual visits with all of KCOM's 1,700 employees (70 per cent of whom are remote or mobile workers) to upgrade their devices, operating systems and software. The project was completed on time, on budget and with high levels of customer satisfaction.

To find out more about our End User Computing email us at:

itservices@bt.com or get in touch with your account manager.

