

# BCM Customer Training

## Overview:

Maximise your investment in BCM with BT Customer Training. BT in conjunction with training partner ITEL, are in a unique position to be able to offer a suite of courses to help you maximise your investment in your BCM.

### Benefits of BCM Customer Training:

- Training helps ensure that customers are fully aware of the features of their new system from day one
- Customer can learn to be self sufficient and make their own moves and changes
- Helps reduce customer call-backs to sales and technical
- Covers BCM, BT Versatility and Cisco® UC500

### Features of BCM Customer Training:

- **Webcast training** – You can enjoy the benefits of BT / ITEL's expertise, whilst sat at your desktop PC, without the overheads of travel and accommodation
- **Residential training** – For those who prefer to leave the distractions of the office, BT / ITEL offer training courses and workshops at their Chester facilities
- **On-site training** – Personalised training to meet your specific needs on your live systems in the familiar surroundings of the workplace
- **Training passports** – A flexible and cost-effective option that allows you to combine the options shown with the courses of your choice. Passports are valid for 12 months and can be used by anyone in your business

### Price:

BCM Webcast Training Course	£99 (excl. VAT)
BCM Application Webcast Training Course	£125 (excl. VAT)
BCM Residential Training Course	£295 (excl. VAT)
BCM On-site Training Course	£750 (excl. VAT)
BCM Webcast Training Passport (3 webcasts)	£198 (excl. VAT)
BCM Residential Training Passport (3 webcasts + 1 residential course)	£395 (excl. VAT)
BCM On-site Training Passport (3 webcasts + 1 on-site course)	£895 (excl. VAT)
BCM Webcast MAX Passport (12 months unlimited webcasts)	£395 (excl. VAT)

BT Versatility Webcast Training Course	£75 (excl. VAT)
BT Versatility Training Passport (3 webcasts)	£150 (excl. VAT)

UC500 Webcast Training Course	£99 (excl. VAT)
UC500 On-site Training Course	£750 (excl. VAT)
UC500 Webcast Training Passport (3 webcasts)	£198 (excl. VAT)
UC500 On-site Training Passport (3 webcasts + 1 on-site course)	£895 (excl. VAT)

### Further information:

Please visit: [www.bcm-solutions.com](http://www.bcm-solutions.com)

#### 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.  
 © British Telecommunications plc 2009. Registered office: 81 Newgate Street, London EC1A 7AJ. Registered in England No. 1800000.  
 Designed by Tag.

PHME 58168/06/09