



BT Communications Complete



Overview:

BT Communications Complete (BTCC) is a package of BT communications services designed to work over the Cisco® UC500 communications platform.

BTCC will provide a small business with all its network, flexible working, telephony (fixed and mobile), collaboration (audio, web and video) and productivity (presence, integration with Outlook and CRM) needs in one solution, wrapped with maintenance and service from one single point of contact.

Reasons to have BTCC:

The most cost-effective way to run your business's communications.

Initially, updating single parts may seem less costly, but over time the cost and maintenance of running a system not expressly designed to work together can cost your business in terms of money and in lost operational efficiencies.

A truly Unified Communications (UC) solution will reduce your total cost of ownership as well as giving you the time and cost-benefits of a full range of productivity tools.

Benefits of BTCC:

- **Save money** – With money-saving features on phone calls (fixed and mobile), travel costs, infrastructure and reduced down-time
- **Super-productivity** – With tools that really save you time such as presence, client management tools and collaboration
- **Reduced risk** – Tools that give you increased responsiveness to your precious existing customers; flexible working conditions to help you retain your best people; a secure environment for your business; and customer data and maintenance contracts to minimise your business risk of costly down-time

Features of BTCC:

Money-saving:

- Now BlackBerry is available as a true extension on your business communications system with all the convenience of calling a colleague on a traditional desk extension with:
 - four-digit dialling
 - one voicemail
 - single number reach
 - single device only
 - Plus lowest cost VoIP calls in the office and at home-working sites
- Unique to BT is the bundle with One Plan Plus that gives you the lowest cost calling package for your business including FREE call forwarding to your BlackBerry devices being used as extensions

Productivity:

- BlackBerry has always offered you productivity gains with mobile access to your calendar, email, applications and company intranet – enabling you to be as productive out of the office as in it
- NOW BlackBerry integration into BTCC (Cisco UC500) means that you can take advantage of lower-cost calls when you're in the office and all the convenience of your mobile device when you're there:
 - Click-to-call from mobile contacts
 - Mobility within the office
 - No penalty of paying higher cost GSM charges when lower-cost VoIP is available from the deskphones - your BlackBerry is now as inexpensive as your deskphone.
 - Plus the productivity gains of one number, one voicemail and managing only one device.
- **Integrated messaging** – Get voicemail as email or text messages with integrated messaging services that mean you can read messages while on other calls and even respond in a more timely way through multi-tasking

Risk reduction:

- BTCC with the UC500 at its heart gives you a Cisco IOS secure firewall that protects your data and potentially costly downtime if security is breached
- Collaboration tools enable you to get your team together to respond to customer opportunities rather than risk losing out to a nimbler competitor

- UC500 – all your needs in one box – usually the most cost-effective way in which to buy and support your communications infrastructure (network, telephony, collaboration and productivity)
- Broadband Voice – lowest cost calling for all your calls fixed and mobile (with BlackBerry) when used with the least cost calling feature on the UC500 whether you're in the office or at remote working sites.
- Secure remote working, conferencing and collaboration tools that save money on travel costs

- **Automatic operator** – Saves you the cost of a receptionist and allows your customers to get through to who they need to speak to, as well as get your pre-programmed out-of-hours messaging
- **Click-to-Call** – Where you can click on your customer's details in Outlook and make a call directly
- **Screen pops** – Where your customer's details (and recent history) pop up with their incoming call
- **Collaboration** – Using audio conferencing built-in to the UC500, or web collaboration tools such as WebEx enhanced with webcams or IP video phones, means you can make remote meetings as productive as face-to-face ones
- **Presence** – see your colleagues' status before you pick up the phone, reducing wasted time, unnecessary messages and voicemails
- **Intelligent call routing** (ACD and Hunt Groups) – These tools allow you to plan how calls are routed to teams within your business ensuring that the calls go to the right people first time

- Responsiveness tools like BlackBerry as an extension, intelligent call management and integrated messaging mean you can pick up and respond to customers more quickly and are less likely to lose them to the competition
- Flexible working helps you retain your best employees at this time when you may be asking them to do more than ever



Price:

Prices begin at £5k (excl. VAT) for an entry level UC solution. BT will create a solution tailored to your business requirements.

Further information:

Please visit: www.bt.com/business/communicationscomplete

Offices Worldwide

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