Consultancy Services – Ad hoc Consultancy

BT's Convergent Solutions practice specialises in the integration of multiple communications services like voice, video and a wide variety of data types and applications onto a single IP communications network.

Each of these services and applications may require particular handling to ensure that the ultimate benefits of convergence are realised: reduced costs, rationalisation of equipment, flexibility of operation and improved efficiency and collaboration.

BT has assembled a wide range of convergent solutions including IPT, CRM and Intelligent Application-aware and Optimised Wide Area Networking. In addition to these, BT's expert Consultancy Team enables customers to maximise the benefits of embracing these new convergent solutions.

What is Ad hoc Consultancy?

This service is designed to address specific or specialist requirements which are not covered by BT's other audit services:
- o   LAN Audit
- o   WAN Audit
- o   Voice/PBX Audit
- o   IPT-Readiness Audit

BT's highly-trained Network Consultants can provide as-required advice and specific documented recommendations to meet your ICT development needs.

As our customer, you will determine the scope of the requirement and BT will aim to meet your needs by access to its extensive local and global resources.

Why should I have an Ad hoc Consultancy?

- Maximise your Return on Investment (RoI) by fine-tuning your infrastructure to your precise needs
- Gain information and understanding about how new technologies can help you meet your business objectives
- Gain peace of mind with BT's impressive track record
- Benefit from the high level of certified technical expertise within BT

What kind of companies would benefit?

Anyone with a need for:
- specialised expertise
- a full planning solution
- advanced data network training
- a specialised service not covered by our standard audit services

What will I receive after the consultancy?

Customers receive a report covering the issue requiring the consultancy service, activities performed, recommendations and any solutions implemented.

In addition to providing the report, we will arrange for one of our engineers to visit your premises and present and explain the results

Key Benefits

- Specialist assessment and analysis of your ICT solution
- Documentation reporting on test results, findings and recommendations/solutions undertaken
- Awareness of your existing infrastructure, topology and configuration
- Knowledge aiding informed decision making
- Recommendations to improve your ICT services' performance and hence your company's efficiency and effectiveness

Benefits at a Glance	
▪ Documentation	▪ Recommendations
▪ Analysis	▪ Solutions
▪ Expertise	▪ Resources

How long does Ad hoc Consultancy take?

Each Ad hoc consultancy will be assessed on its own merits. The estimated timescale will be presented to the customer.

As part of the consultancy, the engineer may need to leave a laptop onsite for a period of time to collect the performance monitoring data.

Report presentation and explanation: 1 day

Process

If the customer elects to purchase a number of Call-off Consultancy Days, the customer simply has to request the resource via our Helpdesk: 1800 924924. The Helpdesk will pass the request to the Resource Manager who will agree a date with the customer.

Pricing

BT can offer a range of engineers at various expertise levels to meet your needs. Each level is priced differently to ensure that you the customer receive best value.

Any travel, VAT or local tax, specialist equipment, or third party assistance which is required to perform the Consultancy Services will be identified clearly to the customer.

Features

Tools
BT engineers will use effective hardware and/or software testers as required to provide you with an accurate analysis of your ICT services.

Report
BT Engineers will produce an easy-to-understand report which will outline the tests performed, results, explanation of the results and any resulting recommendations.

Presentation
If required by the customer, the BT Engineer will personally present and discuss the results of the report / activities performed.

How do I order consultancy?

Please contact your account manager or visit www.btireland.ie

What is involved?

There are two ways to avail of this service:

Ad hoc days for a specific task: In this option, the customer purchases a fixed-rate consultancy package to perform a specific task.

The customer and account team will provide the scope of work and the BT Resource Manager will quote a fixed price (based on the number of days estimated to complete the task and the expertise level required).

Some example ad hoc services:
- o   Network Integrity Testing
- o   Bandwidth Management Service
- o   Pre-project Network Planning

Call-off Consultancy Days: In this option, the customer purchases a number of days of consultancy in a set period. These days are drawn upon as required by the customer within this time frame.

These days can either be purchased at the start of a contract or during the contract but must be used by the end date of the contract. If days are unused, they may be rolled forward subject to a new contract.

Why BT?

BT's extensive services and expertise are supported by two decades of world class experience, serving the needs of global customers across many different markets. BT designs, develops and manages IT network, infrastructure and services for organisations around the world. We help them address their challenges and make optimal use of the opportunities afforded by the digital networked economy.

What differentiates BT in this marketplace is not just our size, reach and network assets, but our unique insight into how networked IT services can be used to address strategic and operational requirements on a global scale, but also our local, helpful Service Desk and flexible approach to meeting customer needs.

For more information please contact your account manager or visit www.btireland.ie