



Bringing it all together

BT Unified Communications and Collaboration (UCC)

Technical view

Revolutionise communications with BT Unified Communications

Solutions that are easy to install and manage, but which also deliver the required functionality and compatibility to meet business needs are critical in achieving seamless unified communication and collaboration (UCC). The performance of your UCC applications also depends on the reliability and scalability of your networks, which means you need a vendor agnostic service provider that offers end-to-end solutions.

BT at the forefront of unified communications and collaboration

BT UCC portfolio offers:

Technical expertise:

- 950 Microsoft-certified and 4,000 Cisco-certified engineers.
- 3,000 professional services personnel.

Proven capabilities

- Providing messaging technology and voice integration to more than 250 customers.
- Managing more than 25 million e-mails and 1.5 million e-mail accounts daily.
- Enabling more than 350 PBXs with Microsoft Exchange 2007 Unified Messaging.
- Europe's largest conferencing business with 12,000 ports and local area access in more than 60 countries

Leadership

- Gartner Magic Quadrant leader in Networked IT Services.

Partnerships

- With IBM and Gold Partner accreditation with Microsoft, Cisco, and Nortel.

Comprehensive services

- From wires to the desktop
- A single supplier to maximise value-add and lower total cost of ownership.

BT Managed Microsoft UCC Applications

BT Managed Microsoft UCC Applications solution

With our growing capability with Microsoft as a partner, BT's Unified Communications and Collaboration (UCC) Professional Services support BT Managed Microsoft UCC Applications. This enables BT to offer a comprehensive UCC solution.

BT Managed Microsoft UCC Applications include:

- Office Communications Server: enterprise-ready instant messaging, presence, and conferencing in a single offering. It facilitates instant messaging and presence and provides additional functionality of on-premise Web conferencing, audio and video conferencing capabilities, and voice as part of a secure, scalable, enterprise-grade solution that seamlessly integrates with other Microsoft products.
- LiveMeeting: enables multiple users to participate in online meetings, training and events using interactive tools that seamlessly integrate with existing systems and productivity applications.
- Microsoft SharePoint: provides an intelligent portal that seamlessly connects users, teams, and knowledge to enable more efficient working and dissemination of relevant information across business processes. It also integrates information from various systems into one solution through single sign-on and enterprise application integration.
- Microsoft Exchange Server 2007 Unified Messaging: offers built-in protection to reduce spam and viruses, enable confidential communications and assist with regulatory compliance. It delivers all messages, including voice mail, e-mail, and fax messages, into a single mailbox.

Tailored e-mail hosting and connectivity at Mondi Packaging

As a result of rapid growth, global paper and packaging company, Mondi Packaging, found itself with various stand-alone e-mail systems and domain addresses.

This created integration issues which the company addressed by:

- Migrating to a Microsoft Exchange platform.
- Engaging with Microsoft to design the operating environment for its primary data centre in Vienna.
- Selecting BT to host a secondary global e-mail facility in the UK to ensure business continuity and geographic as well as functional resilience.
- Choosing BT to provide internet connectivity.

The BT solution is based on a hosted and fully managed Windows Server environment, delivered on a dedicated platform supporting Microsoft Exchange and Microsoft Active Directory at BT's St Albans Internet Data Centre.

BT Managed Microsoft UCC lowers total cost of ownership

BT's Managed Microsoft Unified Communications and Collaboration Applications solution lowered total cost of ownership at Mondi Packaging by:

- Retiring legacy systems to simplify IT environment.
- Unifying and simplifying Mondi Packaging's e-mail communication to create one integrated e-mail system for 7,000 employees across 140 sites.
- Reducing annual messaging costs by 60 per cent.
- Implementing security and business continuity measures.
- Standardising the operating environment to enable the rapid and seamless integration of new business operations in the event of future acquisitions.

Contact a BT Account Manager to learn more about how BT Managed Microsoft Unified Communications and Collaboration Applications can help your organisation work smarter and reduce costs.

Microsoft®

Offices worldwide

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