



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 Nortel UCC Applications

BT Managed Nortel Unified Communications and Collaboration solution

BT's Unified Communications and Collaboration (UCC) Professional Services and BT Managed Nortel UCC offer a comprehensive UCC solution. The BT Nortel UCC portfolio includes:

CS1000 and Meridian 1

- Nortel Communication Server (CS) 1000 IP phone system
- Nortel Communication Server (CS) 1000

Nortel CS 1000 supports a broad range of business applications, such as:

Unified messaging

- Nortel CallPilot: brings voicemail, e-mail and fax into one easy-to-use mailbox.
- Nortel Integrated Call Director: a personalised, one number find-me service that provides greater control.
- Nortel DECT Mobility: a digital enhanced cordless telecommunications (DECT) solution.

Audio conferencing

- Nortel Integrated Conference Bridge: reduces travel time and expense; improves teamwork; speeds up decision-making and shortens project lead times.

Contact Centre solutions

- CS1000 and Meridian 1 support a range of contact centre solutions.
- Nortel Integrated Recorded Announcement: a fully integrated, multi-featured, digitally recorded announcement and music on hold service.

Multimedia

- Nortel Multimedia Communications Server: delivers multimedia communications including telephony, conferencing, e-mail, instant messaging, and video

BT Nortel solution optimises teaching and administration

BT has provided IP telephony and unified messaging using Nortel products at Bilborough College in the UK.

- IP telephony: the Nortel Communication Server 1000 (CS1000), IP-based PBX platform delivers IP telephony to 170 staff in a new building. Wireless IP phones will replace walkie-talkie devices used by IT and facilities management teams.
- Unified messaging: Nortel Call Pilot Unified Messaging enables administration and finance teams to combine voicemail, fax and e-mail into a single application on their desktops.
- Administration: the Nortel Telephony Manager provides advanced call logging, tracking and billing capabilities.
- Maintenance: A BT CustomCare package provides maintenance and support services.

BT UCC Nortel lowers cost of ownership at Bilborough College

The new converged network has helped Bilborough College to transform the teaching and learning environment and lower total cost of ownership through:

- Efficiency gains: Teachers no longer have to access messages in the staff room. Instead they have their own IP phones in the workroom, which also ensures that all messages can instantly be retrieved using voicemail.
- Lower equipment costs: Nortel Unified Messaging means that fax machines and scanners will become a thing of the past.
- Reduced operational costs: managing peak traffic meant the college had to temporarily employ additional suppliers, but the new Nortel CS1000-based call centre simplifies processes and enables the college to respond to seasonal trends effortlessly.

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



Offices worldwide

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