

Network resilience key for business growth

Business critical

For a security company like Professional Witnesses, communication is vital. Business resilience is critical – as is the timely provision of new services wherever required.

“We had moved our communications services to another provider on the promise of cost savings, but service quality was a big disappointment,” says Trevor Barton, Chairman of Professional Witnesses.

“Sometimes you need to lose something before you appreciate what you had. So I called our BT Local Business and asked to move our calls and lines back to BT.”

This proved to be the spur for a review of the company’s network. Professional Witnesses was about to launch a new service to enhance the security of its clients’ lone workers, which needed a reliable high bandwidth internet connection.



Peter Aaronson



Trevor Barton

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Chairman
Professional Witnesses

About Professional Witnesses

Manchester-based Professional Witnesses provide a wide range of bespoke security solutions that protect people and assets. The company specialises in the full spectrum of close protection including overt and covert surveillance, infiltration prevention, and asset tracking.



Totally dependable

Trevor Barton explains: "When it comes to personal safety you need to have an infrastructure that is totally dependable. That's just what BT provided through its BTnet Premium service. It's lightning fast, and having the reputation of BT backing our service has already helped us to win new business."

BT also supplied a call recording system and implementation advice, so that all calls to its emergency response centre are automatically recorded and securely stored to meet statutory requirements. Trevor Barton adds: "The perception that BT is more expensive just doesn't stack up. It's not about the headline cost; it's more about the value of the support and back up service, which in our experience is first class."

Professional Witnesses also took the opportunity to further enhance business resilience with a BT TotalCare 24*7 support package covering internet access, telephone lines, and its office communications system. Trevor Barton sums up: "I think that BT has changed how it works with companies like ours. It is helping small firms to develop their businesses, and it's certainly done a great job for us."

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About the BT solution

Professional Witnesses moved its calls and ISDN30 digital lines back to BT under a long-term BT OnePlan contract, incorporating attractive calling rates. BTnet Premium offers uncontended internet access backed by a comprehensive money-back service level agreement scheme. Available at a wide range of access speeds, the service for Professional Witnesses offers 10Mbps upstream and downstream. BTnet Premium is ideal for companies that are running mission critical applications over the internet.

Professional Witnesses primarily use it to support the tracking application supporting its lone worker protection service.

The Black Box call recording system was provided by BT in association with North Supply and has been integrated with the Professional Witnesses BT-supplied Nortel BCM50 office communications system. The infrastructure is supported by a BT TotalCare service contract that features a guaranteed response around the clock 365 days of the year.

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