

# BT Business IT and Communications Review

The IT and Communications Review is a free face to face visit by a BT Account Manager or Product Specialist to provide help and guidance on BT's own products and services in the following areas of BT's portfolio - IT Manager, Switch, Networking, Security, Assurance, Broadband, Software as a Service, Mobile, Cabling and BT Finance.

- It is a free, no obligation visit by either a BT Account Manager or BT Product Specialist
- It will be approximately 1 hour long and is available to UK businesses with more than 5 employees
- It is available, until March 2009 and no purchase is necessary



## Preparing for the IT and Communications Review

To help you get the most out of the review it might be useful to think about the following areas in relation to your business:

### 1. Your current IT and Communications set up

- What phone system/switch do you currently have?
- How many PCs/computers do you have?
- What is the potential number of new PCs, servers or printers that your business might need in the near future?
- What applications do you run on your network?
- What networking infrastructure do you have within the office or between offices/sites?
- What internet connectivity do you have?
- Do you have old equipment or systems that need replacing?
- Do you have any issues with reliability of your phone systems or network? eg. Suffering faults or downtime?
- What mobile phone requirements do you have?
- What network security do you have in place? Firewalls, virus guards etc. and how is this kept up to date.
- Do you suffer network downtime or slow running applications or email?
- Do you have any specialist/bespoke applications or software currently running?
- Do you have any remote access users? eg. Homeworkers?
- Do you have a website?
  - Do you host it yourself?
  - Do you host the website yourselves, are there currently a large amount of online transactions?

### 2. Your current or future business issues

- Are you growing or recruiting more staff?
- Do you have any plans for moving premises?

- What are your key issues in relation to IT and Communications
  - Are they hard to manage or take up too much of your time?
  - Do you need to try and reduce costs?
  - Do you need to implement new applications, software or ways of working to improve business efficiency or customer service?
- Do you trade online or have a website? Or do you need one?
- Do you have any employees that need to access the network remotely eg. Homeworkers, flexi-workers, sales people on the road?
- Do you have allocated IT and Communications budget?
- Do you have any specific price expectations for certain services that you'd like to discuss with BT?

### 3. Other decision makers within the business

- Would it be useful to have other people present at the IT and Communications review?
  - The Managing/Director owner (if this isn't you)
  - The person responsible for IT and Communications within the company
  - The IT Manager (if you have one)
  - End users or functional managers eg. Sales Manager/Director
  - Finance Manager
  - Office Manager

### 4. Your requirements

- What areas of IT or Communications would you like help and guidance on?
- What do you expect to get out the IT Review - such as:
  - A greater understanding of how BT could help improve your IT and Communications to support your business
  - Improved knowledge on new technology
  - A quote for a specific product or service

If you have any further questions please call

0800 432 0131

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