Meet the demands of hybrid working using Webex Calling with BT

More and more organisations are having to adjust to the needs of hybrid working, with colleagues expecting the same great voice experience, wherever they're working from. But it's difficult to give people what they need when confined by the cost and complexity of managing and maintaining a legacy voice infrastructure. Webex Calling with BT overcomes these challenges, with cloud-based calling using our global voice network and managed service.

Become more agile

If you're planning to expand operations, you might feel held back by the high CapEx costs and added complexity of your legacy voice environment. At the same time there's now internal pressure on organisations to support more hybrid working patterns – without any compromise on user experience and call quality.

By moving to a cloud-based model, you can use voice as a service, to gain the benefits of a more agile approach, without the associated costs of ownership.

With Webex Calling with BT you'll be able to expand your operations quicker and easier, at less CapEx.

You'll also be able to remove your legacy on-premises voice infrastructure to give you the dual benefits of cost savings and a simplified environment to manage and maintain.

Reach business outcomes quicker

Getting people to use new technology is crucial to achieving faster business value from your investment. That's why we've built user adoption support into the service delivery – rather than charged as a separate line item.

Our in-house user adoption team gives increased satisfaction among your users and a better launch experience. We achieve this by:

- Understanding the change for users
- Creating awareness of the service
- Educating users – including training
- Providing continuous support from our Support Centre

The benefits of cloud-based calling

Transformed costs
- Save up to 45% when you shift to cloud-based voice with centralised SIP services
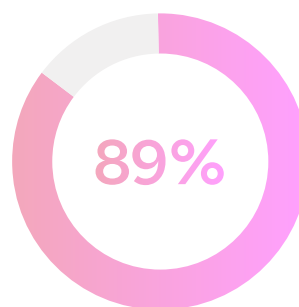
Hybrid working
- Make and receive calls from anywhere – no longer being tied to the office by on-premises infrastructure
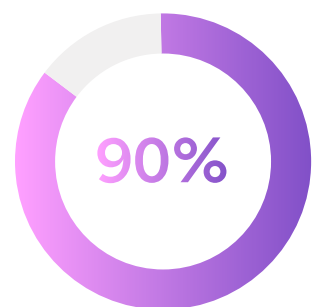
Great user experience
- Cloud-calling solutions utilise AI and API integrations to bring advanced features such as voice transcription

Scalability
- Faster and simpler deployment of services as there is less physical infrastructure

89%

Of IT decision makers say reducing communications costs is a top priority.[1]

90%

Of executives want to work remotely.[2]

1. Cisco & BT – Beyond the office research, 2020
2. BT & CCS Insight – DigiCo DW research, 2021

Get the benefits of Webex Calling while we manage the complexities

Key Webex Calling features

Cloud-native

Reduce complexity and expenditure while speeding up deployment of new features.

Hybrid ready

Make and receive calls from anywhere, with a consistent user experience across devices.

Key calling functionality

Remove the cost and complexity of a traditional PBX while keeping key functionality like Hunt Groups.

Cisco Webex integration

Use Cisco Webex Meetings from the same app to simplify user experience and adoption.

Central management

Manage your Webex solution through a single pane of glass, Control Hub.

Security is built in, not bolted on

A multi-layer security model at the application, data centre and organisational levels.

Geo-resilient

Keep your organisation connected during service interruption.

Our managed service

We provide an end-to-end managed service. We start by working with you to understand and define what you need before generating an initial solution design.

Once agreed, our project managers and designers will create a migration plan that works at a pace suited to you.

And our user adoption specialists will make sure your people are ready, with a tailored programme for your needs.

Once everything is up and running, we'll provide in-life support 24/7x365 globally, with:

- Proactive incident management
- In-life moves and changes
- Platform upgrades and maintenance
- Emergency service compliance
- Continuous user adoption support

Why work with us?

Deep voice transformation experience

We've been transforming customers' voice estates for decades, working in dozens of environments. That experience equips our people with the knowledge to deliver voice transformations in even the most complex scenarios.

Portfolio breadth

We offer additional services that can enhance your collaboration experience beyond cloud-calling. We have the expertise, network and technology needed to provide meetings, calls, virtual events, and device management.

Strong partnership with Cisco

For over three decade we've combined Cisco innovations with our global reach and transformation solutions. Our joint success has come through focusing on the big picture and tailoring solutions to each customer's exact needs.

Our voice network

Your calling solution will be deployed on our global voice network, providing carrier-grade full PSTN SIP trunking – compliant to in-country regulations with support for multiple codecs. Our voice network is trusted to deliver over 10 billion minutes a year for our customers.

What could Webex Calling with BT do for you?
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Offices worldwide

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