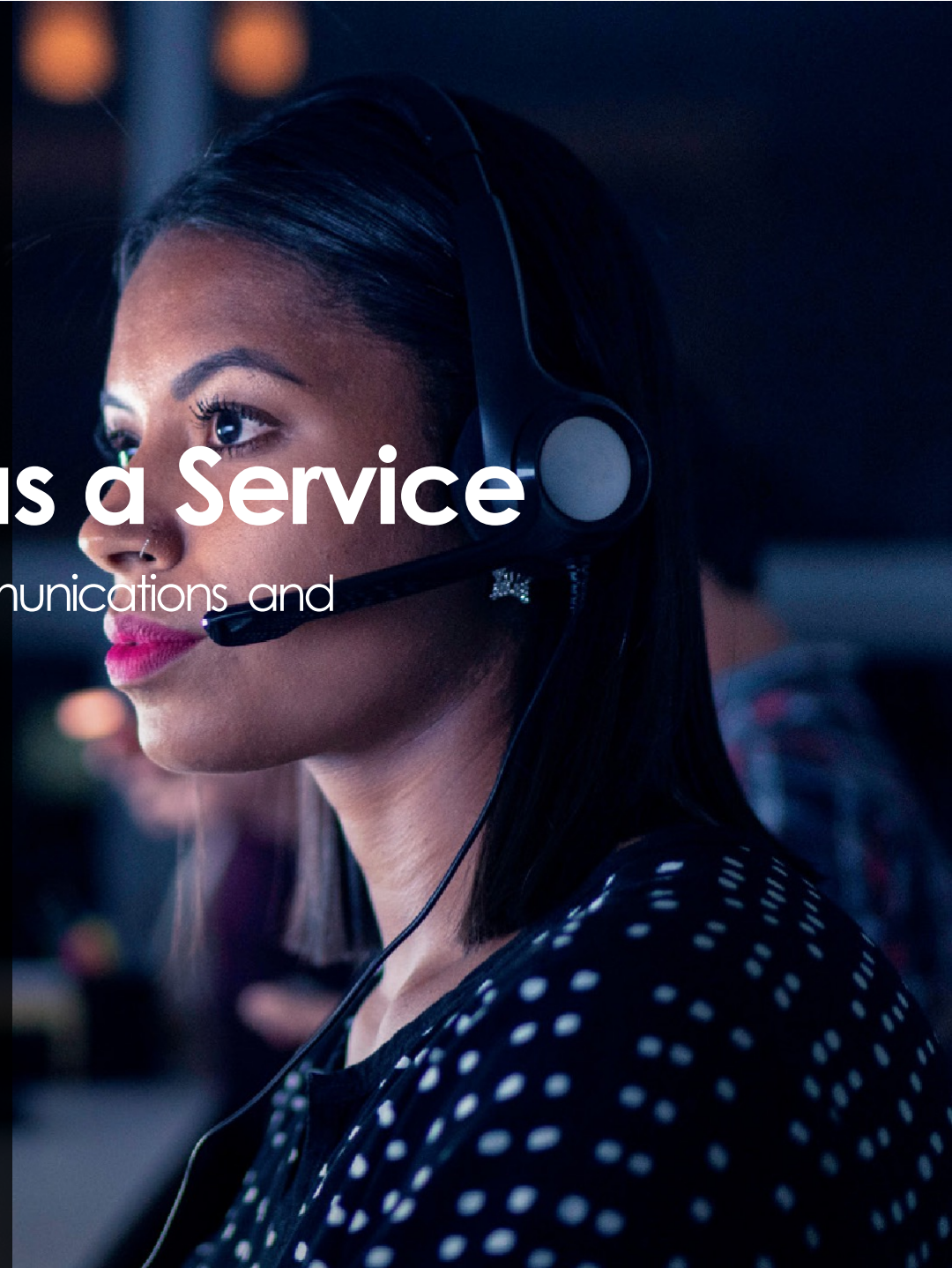




# BT One Enterprise Avaya as a Service

Be there every time, on every channel, with our unified communications and omnichannel contact centre solution for the Public Sector



# A unified communications and contact centre for the future

## In the cloud, on- premise or hybrid, we've got this

Citizens demands are increasing. They want more ways to get in touch and they want it to be easier. Legacy systems can hold you back. They slow you down, can be expensive to run and difficult to manage.

Your mission critical communications and contact centre needs the agility to adapt with technology that is designed to keep up with the digital age. With BT One Enterprise Avaya as a Service, you'll be able to deliver great experiences for your agents and citizens.

## We have the solution for you...





## Say hello to **BT One Enterprise Avaya as a Service**

Our unified communications and omnichannel contact centre managed solution that opens up new ways to communicate.

Designed specifically for the Public Sector, we offer unified communications, with embedded industry-leading security. Seamlessly integrating voice, video, email, web applications and instant messaging on a single, easy-to-use platform, using the cloud. You'll be able to communicate easily and efficiently and better serve your public.



It's smart, secure, scalable  
and built for your digital  
future



# Improved productivity, efficiency, future-proof

Our end-to-end managed solution has been designed to be evergreen. No downtime for maintenance, or long waits between upgrades. Just a simple, cost-effective way to manage your communications. BT One Enterprise Avaya as a Service offers you;

- **Trust and Security.** A fully managed service that's hosted in dual, geographically diverse, highly secure UK BT data centres, with 24/7 support offering sovereignty of your data and 99.999% availability
- **Scalability.** With a solution that's easy to deploy, and has no service disruption.
- **Flexibility.** With options to migrate to the cloud, keep service on your sites, or even offer you a hybrid deployment, all provided as a service
- **Increased productivity.** Offering truly unified communications, including voice, text, email and social media, giving citizens what they want – more ways to get in touch whilst improving your internal communication.
- **Cost reduction.** With minimal upfront investment our subscription based pricing model gives you greater commercial agility and flexibility.





# BT One Enterprise Avaya as a Service

enables a smarter digital public sector service



## Omnichannel contact centre

- Allows agents to communicate over voice, email and instant messaging.
- Can scale up to 1,000 contact centre agents.
- Interactive Voice Response (IVR) to help identify non-emergency calls and route calls to the correct agent, including speech recognition, text to speech and automatic speech recognition (ASR).
- Supervisors can join calls to offer support to agents at any time.
- Integrates with compliant voice recording solutions.
- Ability to listen to historic recordings on demand to assess and improve agent performance.

## Unified communications

- An efficient, easier way to communicate between agents and citizens, using the cloud.
- Receive and send public communications using voice, video, email, messaging and social media channels.
- Seamlessly integrate critical applications like Microsoft Teams.
- Peer to peer and multi-party audio and video conferencing capability.
- End-to-end call logging and reporting for all internal and external calls using third party applications.

## BT hosted, on-premise, hybrid

- Fully managed service.
- Hosted across dual UK BT data centres.
- SaaS model – nothing for you to deploy, install or manage, reducing infrastructure costs.
- Fully secure and compliant (ISO 27001 information security accreditation).
- End-to-end management providing efficiencies and economies of scale across your IT infrastructure, with less risk.
- Allowing you to focus on what matters most – your citizens.





We expect a lot from technology.  
And so do your citizens and staff.  
To meet their expectations, you  
need to give them secure, simple  
and seamless communications.



# Secure, scalable and always-on

## Increase resilience

Our service is built across dual BT data centres in different geographically diverse UK locations, minimising risk. Connection to the PSTN is via our award winning BT One Voice Sip service with dual gateway resilience.

## Reduce costs

Our SaaS all-inclusive model means you don't have to worry about outdated software or maintenance. Scale-up your capacity when you need it, while only paying for what you use on a per agent, per month basis. So you keep on top of your costs.

## Future-proof your services

By 2025 all communications in the UK will take place on a digital IP network. Moving your unified communications and contact centre to the cloud will future-proof your services. You'll be able to access your systems and work from anywhere, with less risk and lower costs.

## Peace of mind

Our fully accredited Managed Services team delivers first, second and third line support to more than 2,500 customers. Relieving the so you can focus on the big stuff. If there's a problem, we'll fix it straight away, with no disruption.

## Stay one step ahead

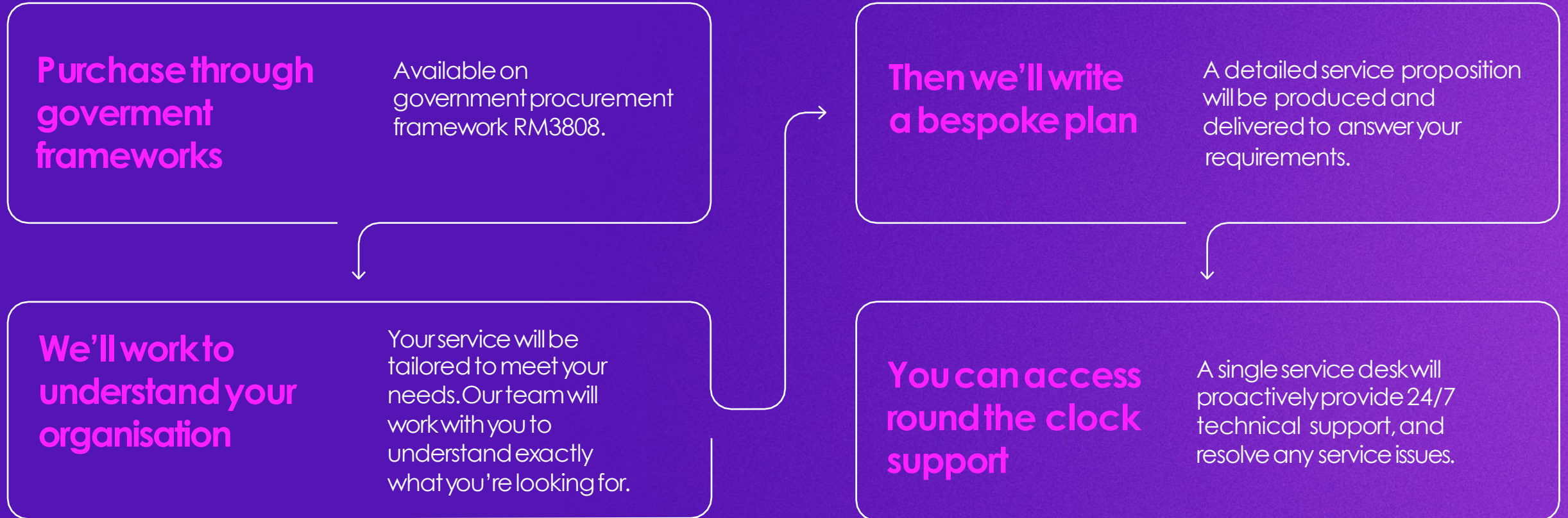
Our security experts offer round the clock proactive network monitoring and management to keep your data and citizens safe. And our services are hosted in data centres that undergo PASF and ISO 27001 audits.

## Better serve the public

Our omnichannel solution provides always-on communication across voice, video and instant messaging. Allowing your public to easily get in touch how they want. Improving your citizens experience as well as improving your staff satisfaction.



# Here's how it works





A woman with blonde hair, wearing a grey t-shirt and a blue headset, is sitting at a desk in a call center. She is looking at a laptop screen and has her hands on the keyboard. In the background, other people are working at their desks, and the office environment is visible. The text is overlaid on the image in a white, sans-serif font.

Don't trust just anyone  
with your technology.  
We work with market leaders  
and industry experts to deliver  
what you need at speed.



# We'll take care of everything with end-to-end management

Our Managed Services team look after the day-to-day, along with 24/7 support, so you can focus on delivering a first-rate service to your citizens.

## Tailored for you

Our team of experts will be with you every step of the way. We'll design and deliver a tailored, end-to-end unified communications and contact centre solution, with the right level of support for your organisational needs.

## A team that runs like clockwork

You'll get a dedicated team with a project manager to handle the switch to your new cloud solution. Our UK-based operation centres are on hand for round the clock support. And we review your service regularly, to make sure everything's in working order.

## Leave it to the experts

There's no need to invest in building a team when you can call on ours. Our ITIL-accredited specialists have in-depth product knowledge, expert support skills, and the experience to manage a global network. So your agents can use their expertise to give the public the best possible service.



2,600

experts in our Managed Services team



1.3m

service incidents resolved



48,000

service changes every year



15,000

security alerts prevented



# BT and Avaya: Digital partners for your digital future

- We're Avaya's **largest** European certified partner
- We've been working together since **1990**
- We're helping to deliver excellent customer service for more than **320,000 customers**
- **70%** of Blue Light Services already use us to keep them connected, safe and secure



## A few more reasons why you can **count on us**

- We're the existing service provider for the national 999 emergency call centre operation
- We're the network the UK relies on – always on, always secure and always there
- Ours is the only one to offer you 99.999% availability
- More businesses and organisations rely on our network than any other





Want to find out more about  
**BT One Enterprise Avaya as a Service?**

Speak to one of our experts today.

