Transforming the utilities industry

How our insight and infrastructure can help you thrive in a changing world

The utilities industry is changing

You need to be leaner, greener and smarter.
And we're here to help

Gas, water or electricity. It doesn't matter which area you work in. Your customers expect more but want to pay less. You have to respond fast to market changes, while facing tighter regulations. You need to maintain your infrastructure and come up with new solutions. And you've got to empower your people with digital tools while facing cyber threats. The solution? The right technology. With it, you'll open up new opportunities – for both you and your competitors.

We understand the challenges you're facing because we've been there too. From managing complex assets, networks and supply chains, to serving both consumers and businesses. This experience permeates everything we do. And we know how to compete. So, we're perfectly placed to help you adapt and thrive.

Make your digital vision a reality

We can help you harness the power of connectivity to transform your business

Digital transformation is more than just a buzzword, it's the key to a faster and more efficient business. We know because we've been there and done it. For our customers and for ourselves. And we can do it for you. We have the scope, scale and expertise to support even the most complex changes.

We can offer:

- the largest fibre broadband network
- the biggest, fastest mobile network
- private cloud services from popular proven modular templates
- experience installing dynamic network services at scale
- data centre infrastructure for your exclusive use
- a UK-based service team with 24/7 support desk
- embedded security to keep your data safe.

With our products and services we can make your IT infrastructure work harder. Your people can collaborate together from any site, at any time. You can exploit big data for better decision-making. And track assets and help reduce your carbon footprint.

Track assets to make smarter decisions

Get real-time information for better business decision

Whatever utility you supply, you've probably got expensive equipment, cabling and tools to track. And a complex network to track. With our Intelligent Assets, you can manage the important parts of your business using the Internet of Things (IoT). Our Intelligence Data Analytics also gives meaningful insight. With these technologies working together, you can:

Become more efficient
Automate manual processes, saving time and effort. Free up your people to get their heads down and work on the big ideas that could change your business for the better.

Bring your data to life
Our Intelligent Data Analytics platform can securely collect and analyse the information your IoT sensors gather. This is then shared so the right people have instant access to it.

Connect to people and places
Collaborate on information that lets you see what's happening across organisations, regions, time zones and systems – no matter how remote they are.

Be socially responsible
Tracking your assets can help reduce your carbon footprint and share the data you produce on energy. That's great for complying with government green targets and attracting environmentally-conscious customers.

Find and follow your fleet
Know where your vehicles are, where they've been, and where it's going, 24/7. You can also use the data to predict and prevent maintenance issues or breakdowns.

Smart meter monitoring
While smart meters make customers feel more in control, the data they provide also empowers you. Spot issues like leaks before they become a problem, give customers more accurate bills, and shape their behaviour.

62%
of gas company execs plan to increase investment in IoT tech in the next 3-5 years

39%
utilities have achieved cost savings of at least 15% using IoT tech

44%
energy companies are now more sustainable since adopting IoT tech

Helping you work out what is important

It's not just about 'going digital'. We can help you build a roadmap to reach your goals

Intelligent connectivity is vital to helping you achieve a smarter digital future. Combining our network access, management services and sophisticated software, we can build systems that address your goals and challenges. Together we can offer real insight and build systems that makes your business faster, flexible, and efficient.

"BT offered us not only technical expertise but business understanding. It showed us how we could optimise results by using its people's experience in different areas of implementation, particularly change management."

Csaba Mezö,
Technical Director, E.ON Hungary

"With all supply chain data in one place, we have much more accurate and timely reporting. Previously, when the information was fragmented, it could take us up to half a day to compile certain reports for the customer."

Steve Brown,
Divisional General Manager, TNT Special Services

We're preparing for the challenges of tomorrow. Today.

We've been pioneering communication technology for 170 years. And we're just getting started.

We can help you achieve your smart digital future. We'll work with you to understand your key systems and how they operate. Then use this insight to help you spot the challenges of tomorrow. And solve them today.

If you need to get services to far-off places, our rapid deployable network means you can connect your sites – and remote devices – to our network fast. We can unlock your data silos, bringing together data from across their business. And make sure security stays tight.

To train tackle corporate memory, we can set up video-based training for new employees. We can help you track your IT inventory and keep tabs on essential software updates. We can solve aged debt challenges, with analytics to prevent forming new arrears.

Whatever you need, our network and know-how to make it happen. And as a managed services provider, we'll be there for your entire journey.

Securing your systems from cyber threats

Together we can protect national infrastructure and your customers' personal data

The public rely on you to provide fresh water, heat their homes and power vital services. If you shut down, so does the country. Your customers also expect you to protect their personal data.

As you face increasingly sophisticated cyber threats, the UK government has announced sanctions against firms that fail to take precautions to protect critical infrastructure. The challenge to comply with GDPR also carries stiff penalties. But we can help.

- Our security consultants can work with you to identify the right technology for your needs and draw up a plan for rolling it out across your organisation.
- We have the expertise to make solutions work with your existing systems and help to protect sites – even in the most remote locations.
- We have video and CCTV capabilities for on-site security and video analysis, which is ideal for protecting critical sites.

"We've been taking a more proactive and automated approach to blocking malicious code and harmful website content on our infrastructure for some time, in line with the NCSC's Active Cyber Defence strategy. This allows us to mitigate a high volume of cyber threats before they have a chance to take hold and impact our customers"

Mark Hughes,
CEO, BT Security

Why BT

With over 1,800 public sector customers across Scotland, England, Wales and Northern Ireland, we know the issues you're facing. We'll use that know-how and experience to help you make lives better. And the benefits of working with us don't stop there:

- **Award-winning networks that won't let you down**
  Our global network is recognised by Gartner and other independent industry specialists. We've created networks that run at 5.6Tbps, fast enough to download 100 videos in a second. And by 2020, we'll have increased EE's 4G coverage to 95% of the country.

- **A commitment that we'll never stand still**
  We're investing £10 billion in new technologies in the five years. They'll help us to develop the services and tools that will see you thrive in the future.

- **Solutions perfectly tailored to your organisation**
  Delivering regional public services is tricky work. That's why we've got a wide range of tools, technology and ideas to work with, so we can offer you the right solution, whatever your needs.

- **You'll be working with experts**
  We have the people, the partners and the know-how to offer you the best advice, service and support. Our work with smart city programmes across the UK means we're well versed in working with others, too.

- **We're a trusted partner in the public sector**
  The MoD, Police and other critical services trust us to keep them connected. And our presence on national and local government procurement frameworks means it's quick and easy to start work with us.

More information

To find out more, please visit **business.bt.com/large-corporate/utilities**

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