



Transforming central government with digital technology

Let us help you build better public services





It's time to make more of digital

Millions of people across the UK rely on essential public services, but their needs and expectations are changing

From making GP appointments to paying for parking, members of the public want to access the services they need from their mobile devices. That means making them available wherever and whenever they need them.

Staff expect more from technology too. They want to work together and communicate with colleagues without a hitch. On any device. In any location. But budgets are shrinking.

Bringing the Government Transformation Strategy to life

The UK government knows it needs new ways to connect with the public. And that giving them easier access to online services will benefit everyone.

Your mission is to find those new ways. To deliver the best services you can. And meet increasing demands. All without breaking the bank.

When it comes to connectivity and technology, we're leading the way. And we're working hard with central government agencies and departments, so you can deliver better services for less.

We can help you rise to the challenge, beat expectations and save money. We can tailor our solutions to suit you. And we've got the skills and experience to deliver. In other words, we're pretty sure we're the perfect partner.

We can help you build better public services

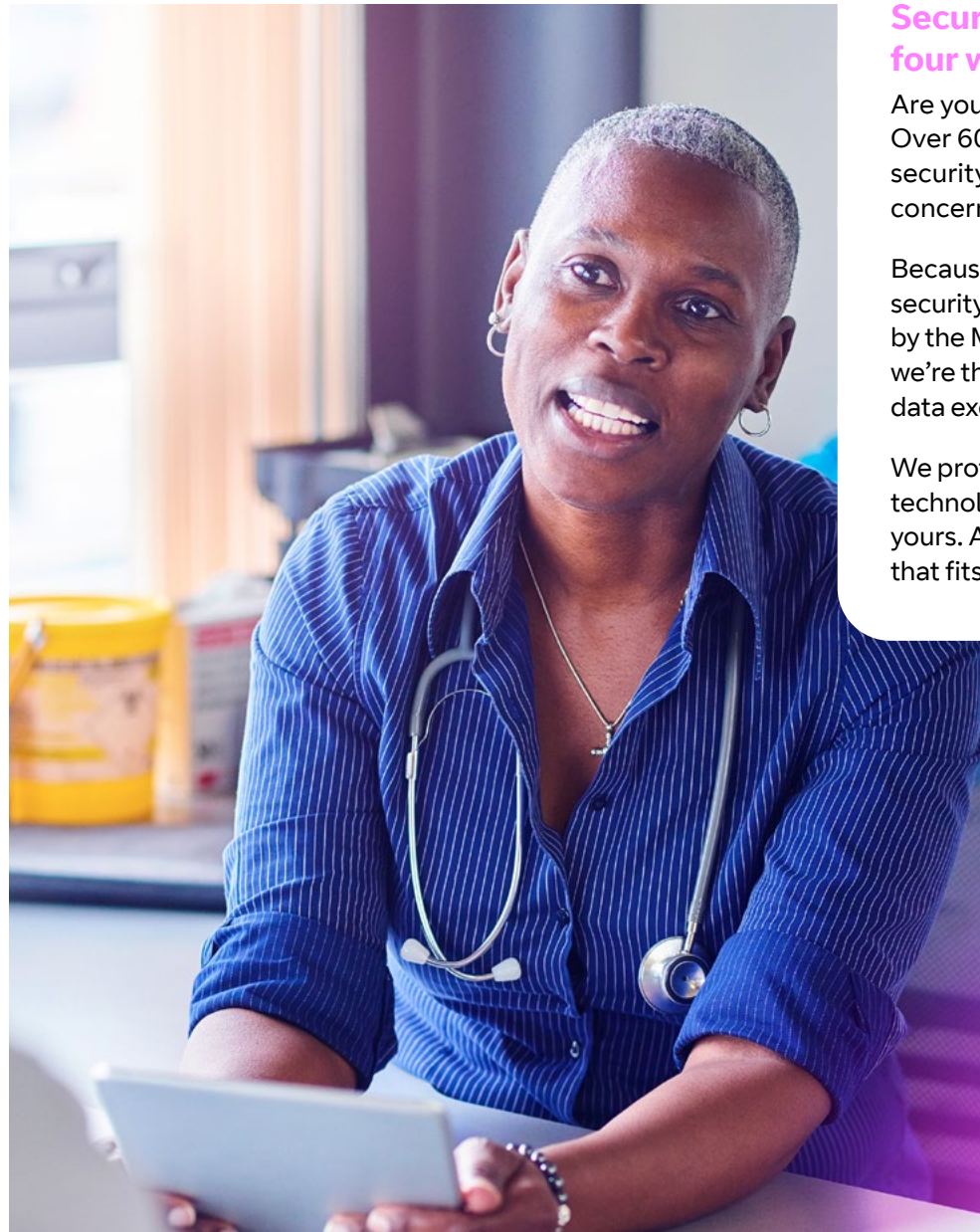
Technology isn't the end goal. It's the start of something bigger. Here's how going digital can help you.

Improve tech support for your employees

Set your staff free. All they need are the tools to work securely, wherever they are. There's no need to get back to the office to complete paperwork, access information or join conference or video calls. You can do it all on the move. Boosting productivity and saving you money.

We have the biggest and best fixed and mobile network, connecting you wherever you are in the UK. That's 26 million UK connections for our fibre broadband. And a mobile network that covers more than 96 per cent of the population. Plus, 5.5 million free wi-fi hotspots throughout the UK.

We're trusted by the MOD, police, NHS, DWP and other crucial services to keep them connected. And we're proud to be delivering the new 4G Emergency Service Network too, where reliability is critical.



Securely take your work beyond four walls

Are you worried about security? You're not alone. Over 60 per cent of organisations say that the security of their data on mobile devices is a top concern. With us, you're safe.

Because security is in our DNA. We have over 2,500 security professionals worldwide. We're trusted by the MOD to provide active cyber-defence. And we're the first communications provider to sign a data exchange agreement with INTERPOL.

We protect our own systems with the same people, technology and processes that we use to protect yours. And we'll design a bespoke security solution that fits your needs.

Take advantage of the next big thing

We championing innovation. Our own products are making waves across central government, but we're not stopping there. We partner with heavyweights like Cisco, Apple, Avaya and Microsoft so you can always get the solution you need.

We've also spent £2.8bn over the last five years on R&D investment. And we're working with startups to develop smarter digital solutions. To help you do what you do better.

We use the power of communications to make a better world

We take our role in UK society seriously. Our focus is always on the people we serve. And that means your needs are at the heart of everything we do.

Do more with less

We can help you move to the cloud. You'll find it much easier to share files. And with the right collaboration tools, your teams can work together wherever they are. Moving your on-site voice systems online too, gives you more options for making and taking calls. All the while reducing the amount of equipment you buy and the miles you travel.

Get a network you can rely on

You need connectivity you can count on. For your team to be able to work effectively, having the right apps and devices is only half the battle. You need reliable internet to be sure messages are getting through and video calls won't freeze. With the best fixed and mobile networks, we can help. We offer 5G in more places and have five million BT Wi-Fi hotspots across the UK, so your people can work faster from wherever. So decision-making happens quicker, and everyone is more productive as a result.



Provide digital services that deliver

As a nation, we're more digital-savvy than ever. The public wants the opportunity to get online and access the services we need instantly. We'll create the right solution that can operate across social media, online and call centre environments. And we'll integrate it into your back-office systems.

With our smart city solutions, you can harness the Internet of Things to collect vital data and get a fresh view of the services you provide. That could help you to better spend budgets and provide help where it's needed most.

Stay secure

Digital transformation relies on the right security. That starts with identifying the risks you face and working out the best way to your organisation from them. You need to keep critical public services and sensitive data secure, especially with the rise of threats like Ransomware.

From cyber consultancy to ethical hacking, we can provide a bespoke security service that fits your needs. We offer a full range of solutions, and we're technology (and vendor) neutral. So you'll always get what's right for you.



“We estimate that new participants will each save around 20 per cent as soon as they sign up. Beyond that they’ll see the powerful benefits of things like more collaborative working and elimination of duplication in the delivery of public services.”

Paul Brocklehurst,
Chief Information Officer, Surrey
County Council

Don't just take our word for it...

The technology is already out there, with organisations getting the benefit of better digital communications. Here are just a few of their stories.

Customer story: Unified Communities Over Regional Networks (UniCORN)

Through UniCORN, BT has helped Surrey County Council and the unitary authorities of West Berkshire, Windsor and Maidenhead, Wokingham, Bracknell Forest, Reading and Slough unite over 20 separate agencies. From the emergency services, to healthcare and education.

At the heart of UniCORN is a 1Gbps BT Ethernet Connect platform linking everyone together. And job is to act as the systems integrator. That gives every agency a choice of great value service providers (including our own next generation technology). UniCORN came to life in just 12 months and will reach two million citizens.

Creating the world's biggest virtual IP call centre

We've combined the DWP's call centres to create a single centre run over the internet. Now it's more flexible and providing a better service to citizens.

The Department for Work and Pensions (DWP) is the largest UK public service organisation, with over 20 million customers. It wanted to build on its top track record of using technology to reduce costs and release more funds for frontline services.

We created an IP contact centre (IPCC) architecture for the DWP. This brought together 184 call centres with nearly 30,000 agents between them into a single virtual IPCC: the largest IPCC deployment in the world. With a combined contact centre, agents could be trained up to handle different types of tasks and calls. Workloads could be managed better by sending calls to different centres. And, most importantly, the DWP's customers got a better service as a result.

“The relationship with BT has already played a major role in modernising the Department's operations, enabling it to become ever more customer focused and meet its customers' increasingly complex communication needs.”

Department of Work and Pensions

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 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 we've increased EE's 4G coverage to 96% 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.

Getting you a step closer to a smarter digital future

Digital transformation is big. And it's creating even bigger opportunities for organisations across the UK. We've got the insights to anticipate your challenges and help you plan a smarter digital future. And we've got the network and know-how to make it all happen. We call this intelligent connectivity. As a managed services provider we'll be there for the entire journey. Helping you to get the most out of cloud technologies to deliver faster, more efficient services.

How to get in touch

To learn more, please contact your
BT Account Manager or visit
business.bt.com/public-sector/central-government



Offices Worldwide

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