



# Using technology to make local lives better

We're the perfect partner for public services  
in the Midlands and East of England

## It's down to you to deliver more than ever

The way the public sector works is changing. Central government's handing over decisions around communications and technology to regional organisations. And for you that means making the right choices to make lives better.

And your challenges don't stop there. Millions of people rely on public services, and their expectations are evolving. They want to go online and find the services they need – wherever and whenever. The people in your organisation are looking for more flexibility, too. They want new ways to work together – from any device, in any location.

Taking charge of your communications and technology needn't be difficult, though. You just need the right partner. That's where we come in. We've worked with lots of public sector organisations like yours. We can help you to deliver better services, save money and get ready for the future. So you can make local lives better.



# Technology can change the way you work

Across the UK, public sector organisations like yours are getting clever with technology. And doing a lot more, for a lot less.

Technology is not the star though, it's more like the supporting act. It's the thing that brings people and ideas together. It's the tool that can make the way you work smoother and help you to try out new things. It's the vehicle that can get you, and your services, closer to the people you serve.

It's a case of making sure you have the right tools for the job. We can help you to think differently, adopt new technology and unlock the potential within your organisation.

## Here's how:

- Our cloud-based services and collaboration tools can help you to be more agile at work, so you can do more and save money
- Our EE network and range of mobile devices, applications and services can get everyone working together, wherever they are
- We have solutions for contact centres, video conferencing, and smart city/IoT technology to put your services in easy reach of citizens
- Our advanced security and support can keep your organisation and data safe

With the right technology in place, you're free to focus on what really matters – making life better for people in the Midlands.

That's why we're trusted by over 400 local authorities across the UK.



# Putting our might behind the Midlands

With over 1,800 public sector customers across Scotland, England, Wales and Northern Ireland, we know the issues you're facing. We'll use this experience and learning to deliver the best public sector solutions for you.

## **Do more, with less**

So, what do you do when you've trimmed all the fat, worked all the hours, and run out of new process changes? We think the answer could be in the cloud.

- We can help you introduce secure and flexible networks and systems that help you move to the cloud at a pace that suits you.
- We can replace your on-site voice systems with a cloud-based option, to give you extra flexibility and boost your green credentials at the same time.
- And we can help you to manage your data too with cloud storage and secure data sharing.

## **Get the right information, wherever you are**

You've got lots of data, and loads of shared knowledge, but it's no use if you can't share it. So how can you get the most out of your data? And how can you get your hands on it when it matters.

- We've got experts who can look at your work styles and come up with strategies to help you get more done.
- Our mobile solutions can help you manage your workflow better. They cover every part of your business, with things like applications, devices and connectivity.
- Our 4G hotspots help people to get their hands on the vital information they need on the move.
- And our network is the fastest for information sharing and mobile communications. In fact, by 2019, all emergency services' voice and data will run on the EE network.

## **Give everyone access to better digital services**

People expect to access more and more services online. Whether that's working on the move or accessing essential local government services. It's about improving the experience for everyone.

- Conferencing and video streaming can help your team with daily briefings.
- Our Smart City solutions can help you collect data on services like parking, to make them better for everyone.
- Our solutions work on social media, online chat and in call centres. They'll work with your back office systems, too. And that can make your services more accessible than ever.

## **Keep the data you're trusted with secure**

You handle sensitive data every day. People trust you to keep it secure. It's important that your security policies grow at the same pace as both your organisation and your technical capability.

- We have over 2,500 security experts who look after everything from cyber-consultancy to ethical hacking. We've packed all this experience into a full range of solutions and managed security services.

## Thinking local is the future, so that's we're doing

We're putting our experts in every corner of the UK. And the Midlands is no exception. We have senior executives who live in the area they look after. And they're not alone. They're backed by a team of local experts. It's their job to make sure we give you the right technology and get it up and running without a hitch.

Together with EE, we employ over 18,000 people across the West and East Midlands, and the East of England. And then there's all the 1,995 local contractors we work with. We're giving back, too. In 2015/16, we spent £1,428 million with local suppliers.

The numbers might sound impressive. But it's really about being by your side, understanding your challenges, and helping you to make lives better.



# We're already helping your neighbours

Our experts have already started to make a difference in the Midlands and beyond. Here's how.

## **Nottingham University Hospitals NHS Trust**

Nottingham University Hospitals NHS Trust were looking for a better way to monitor patients, document observations and share patient data.

They chose the Nervecentre app, designed to help clinicians manage and record all patient interactions. To start with, the focus was on out-of-hours care, but the benefits of mobile working soon became clear. So, they decided to extend the system to 4,000 key clinical staff.

We helped the trust supply Apple iPads, iPhones and iPod touch devices to its staff, all pre-loaded with Nervecentre software and personal email addresses. Now staff can capture patient observations in real time at the bedside. So, when shifts change, handover information is fully up to date, giving better continuity of care. Plus, a central location of in-sync observations help staff stay in-the-know, so they can respond faster to deteriorating patients.

With all the benefits mobile working brought them, it's perhaps not surprising that the hospital is planning to increase the use of iOS devices further across the hospital.

“The involvement of BT was crucial. Its expertise and resources meant we could get the mobile devices into our people's hands at pace and with no technical hiccups.”

**Sue Clarke,**  
Clinical Applications Specialist, Nottingham University Hospitals NHS Trust

## **The UNICORN Partnership**

We've been running the UNICORN Partnership (Unified Communication over Regional Networks) in Surrey since 2012. There are more than 25 partners, including Surrey County Council, joined together on one managed voice and data network.

The benefits of the shared network are huge. The combined buying power of the partners slashes the costs they would have faced as individual organisations. Plus, they can buy IT products and services from over 350 global brands without the need to go to tender. That can cut months off standard delivery timescales for broadband, WAN, cloud, Wi-Fi, switchboards, and much more.

The Surrey partners include two county councils, the fire service, the health service, libraries and schools. Why not talk to us about setting up a similar network in the Midlands?

“By using the UNICORN partnership, we made sure that we got the best value-for-money out of a restricted procurement. Because UNICORN ordered the kit, prioritised it, tracked progress and delivered it, we were able to rollout a significant programme of all-new equipment – and get it up and running – in record time.”

**Mike Brett,**  
Enterprise Infrastructure Design Manager,  
East Sussex County Council

## **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.

# 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.
- **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.
- **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.
- **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.
- **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.

## More information

To find out more, please contact your BT Account Manager.  
[business.bt.com/public-sector](http://business.bt.com/public-sector)

### Offices Worldwide

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