

BT IP Communications.

Making it easier to keep your business talking.



- Make and receive calls from almost anywhere with a phone system that's hosted in the cloud.
- Save on set-up, maintenance and call charges.
- Get a solution that grows with your business.
- Have the reassurance that we'll support you and provide everything you need.

Take your communications to another level.

Your customers and competitors are communicating in many different ways. Smartphones, tablets, social media and ingenious little apps, mean business communication is faster and more powerful than ever before. But with so much technology on offer, how do you decide which phone system is right for your business?

That's where BT Business can help. Whether you're just starting out and need to get up and running as soon as possible or a larger business with more complex requirements, we have a cloud-based phone system that's right for you. Because no matter what business you're in, a phone call is still the easiest way to get things done. So how you manage your calls is important to the success of your business.

A hosted phone system from BT Business will allow you to bring all your communications needs together, meaning you get all the benefits but without the complexity. Even better, they're in the cloud. So you can work from anywhere as long as you have an internet connection – making it easier for your customers to contact you and for colleagues to stay in touch.

Why a cloud-based phone system is right for your business.

When you're working you don't want to be tied to your desk. That's one of the great things about hosting your phone system in the cloud; it simply unties your telephones. You still get access to the same call features as a premise-based phone system. But that's not all.

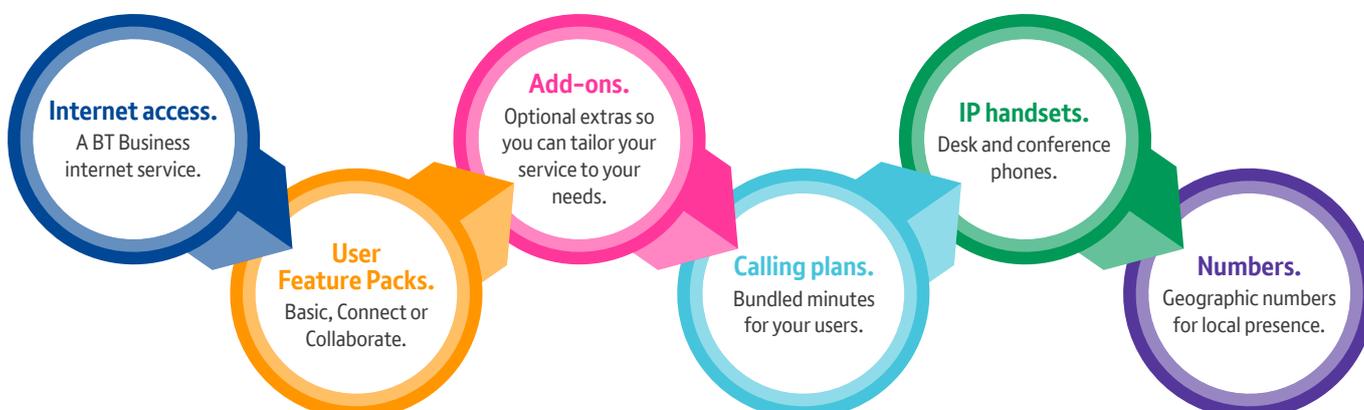
With a phone system that's securely hosted in the cloud, your phone calls use the latest Voice over IP (VoIP) technology to run over the internet, rather than a standard phone line. This will help you save money but that's only the start. Your communications will be easier to manage and more efficient, allowing your people to work smarter and helping you get closer to customers.

What's more, because your phone system is in the cloud, it gives you more flexibility. You can have as many sites as you like – offices and home workers – and people can work together quickly and easily as if they're all in the same place. You can have phone numbers that give your business a local presence wherever you're based, and moving is a breeze as you can take your numbers with you. And even if there's a disaster, like a train strike or a flood, and people can't get into the office, you can keep downtime to a minimum. They can re-redirect their calls and carry on working. So as far as your customers are concerned it's business as usual.

Helping you create the perfect package.

We have the breadth of expertise to provide every element of your communications; so you can rest easy knowing it'll all work perfectly together. And because we own, configure and manage our network, we can ensure the quality and security of your phone system.

Here's everything you need to get started.



It can be really simple to start using a cloud-based phone system. But just in case you do need a local area network or structured cabling, geographic numbers or installation, we can take care of it all. And, as your business develops and your needs change, we'll keep supporting you and maintain your service at the right level to help you achieve your goals.



Benefits that keep your business one step ahead.

Easier call management at your fingertips.

You'll have access to all the standard call management features, such as call forwarding, call transfer and team pick up, plus many more. And, our mobile apps mean your people can handle calls and work from wherever they are, helping to make sure calls are answered by the right people at the right time.

You can change the way you manage your calls whenever you need to at any time. You can either use the mobile app or our online portal. They're available 24/7, making call management convenient and effortless.

To help you get even closer to your customers, you can position your company as a local business. All it takes are 'virtual' geographic phone numbers, which we'll provide. So it doesn't matter where you're actually based, customers will think you're nearby.

A more efficient way of working.

We can take your communications beyond calls. Tools, such as presence, messaging and desktop sharing, make collaborating simpler, faster and more cost-effective. Colleagues can work better together, even when they're in different locations. Staff can organise and attend online meetings using video and group conferencing, leading to faster decision making. And, because your people are easier to reach, customers get better support and a more responsive service.

More control over your costs.

When you're running a business, every penny counts. So why spend more on your phone bill than you need to? Switching to a hosted phone system can help you make immediate savings and then keep saving in the future.

As you don't need a physical phone system at your premises, you save on the cost of hardware, maintenance and upgrades. You also decide on the number of users and the right call features for them, so only ever pay for what you need.

To help you manage costs even more, there are predictable monthly charges, which is great news for your budget. Plus, there are no additional costs for calls between colleagues that are using the same system – no matter where they are. And you can save even more by using our mobile app to make calls over the internet.

It's easy to stay on top of your spending too. Your online portal provides an in-depth breakdown of your business calls, helping you to understand calling patterns and plan for what you need. Future-proof your communications.

Our cloud-based phone systems are designed to flex and grow with your business. You can add more sites and users whenever you need to. So as your business grows, you have the flexibility to scale up your phone system to cope with your changing demands.

If you move, you won't face the added expense of having to buy a new phone system; you can simply take your phones and your business numbers with you. And you'll never have the headache of having to remember what needs to be upgraded, and when. With a cloud-based phone system, upgrades are automatic. So you know your software's always up-to-date and there's no danger of it becoming obsolete.

Have peace of mind.

You can rely on us to take care of everything. From making sure your internet connection's up to speed and supplying the latest IP phones, to implementation and providing expert support – we'll do it all.

Our Service Hub is a single point of contact for technical support and our experts are available to provide help at every stage. There's no need to worry about compromising on call quality either. We'll make sure you have the right internet connection to give you great quality calls. Plus, our service has resilience built in as standard. Our systems are hosted across different geographic sites for extra security. So even if there are problems, your phone system will always be available to you, and you can concentrate on running your business.



Why BT?

- We're networking experts and have invested heavily in our 21st Century network to make sure we can provide excellent coverage and cost-effective access options to customers across the UK.
- We do this day in, day out, for around 900,000 businesses – more than anyone else – so you can rely on us to get it right for you.
- We have the expertise and technology to offer you a complete end-to-end cloud solution that delivers the reliability and performance you need. Because we provide all the core parts of the service, we can make sure it all works together perfectly. And if there's ever a problem, we can fix it quickly.
- You can get everything you need in one place from a single supplier, helping to make life easier.
- Our Service Hub, which is home to our expert team of IP Communications specialists, is always on hand to make sure your system runs smoothly.

Things you need to know.

You can find our standard Terms and Conditions at www.bt.com/terms. You'll find the terms and conditions for our cloud-based phone systems under "IP communications".

Offices Worldwide.

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract. © British Telecommunications plc 2016. Registered office: 81 Newgate Street, London EC1A 7AJ. Registered in England No. 1800000.

Find out more at:

bt.com/btcloudvoice

