



# Communicate with confidence

Seven layers of application security  
with BT Cloud Work



Security is everything. When your business relies on calls, instant messaging, voicemail and conferencing, a secure and reliable phone service is critical. BT Cloud Work gives you a robust multi-tenant cloud communications service, with several layers of built-in security.

Cloud Work is our leading Unified Communications as a Service (UCaaS) offering. At its core is the functionality of RingCentral — a five-time leader in Gartner's UCaaS Magic Quadrant — wrapped in our end-to-end migration support and network security add-ons. Working together means we can offer stronger security that's faster to deploy.

We'll help you make the move to Cloud Work with minimal disruption and uncompromising security. We make sure you can communicate with confidence.



## Working together to secure your communications

Getting the best from Cloud Work's security features is a team effort:

### Customer manages:

- Account policies
- User permissions
- Login information

### We manage:

- Service delivery
- Architecture and design of the product
- Physical security of the service
- Environmental security of the service
- A multi-layered security model with:
  - security at the perimeter
  - security at the services delivery layer
  - TLS on web applications
  - top tier data centres
- Customer-controlled settings in the application interface

## Security considered from every angle

BT Cloud Work has seven layers of application security built in to cover all bases.

## Robust application

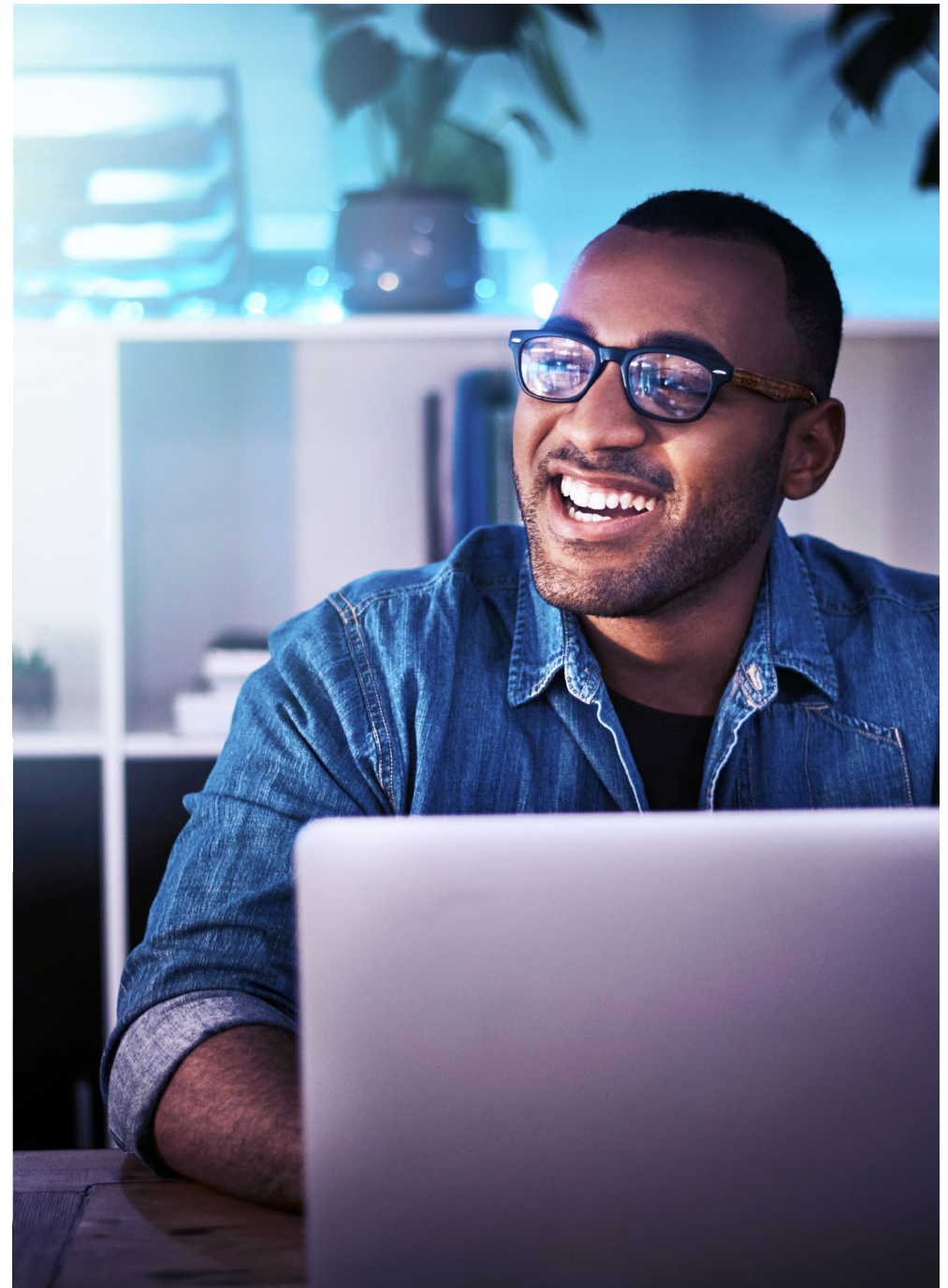
The Cloud Work application is resilient. Security considerations are taken into account during design, development and QA phases; rigorous testing is performed throughout the year. And, because we see your desktops, laptops, smartphones and tablets as a key part of the UCaaS data ecosystem, our mobile and desktop applications also support encryption of your data at rest.

## Secure account

You're in control of your account policies and your users. You can add or remove extensions, set permission levels and manage passwords. You can allow international calling, or just set specific destinations; you can block inbound caller IDs. Simply set your limits to suit your business.

## Proactive network

Cloud Work's service perimeter is protected by firewalls and session border controllers. We provide two-factor authentication for admin access. You'll have intrusion-detection systems, system logs and fraud analytics, system and service-level monitoring, system hardening, change management and regular vulnerability scans. We weave security into everything, then proactively monitor it all.



# Seven layers of built-in security

Cloud Work has seven layers of application security; we have a range of services that reduce the risk, cost and complexity of connecting to the cloud.

## Transmission security

Cloud Work uses TLS 1.2 to encrypt your web-session traffic and phone provisioning sessions. Desk phones, mobile applications and desktop applications also support encrypted calls using SIP over TLS for signalling and SRTP for media.

## Protected data centres

Cloud Work's services are hosted in data centres that undergo SSAE-18 and or ISO 27001 audits. We share these spaces with some of the largest internet companies and financial institutions in the world. The geographic diversity of our locations acts as an additional safeguard, minimising the risk of loss and service interruption due to natural disasters and other catastrophic situations.

## Preventing fraud

We do all we can to stop fraud. Access control, detection controls, usage throttling with daily and monthly spending limits that you control. Settings so you can enable or disable international calling to approved destinations. We also actively monitor your account to keep you aware of any unusual calling patterns.

## Disaster recovery

We give you a guarantee of 99.99 per cent uptime for Cloud Work. The service is architected to support failover conditions in case of emergency; it is built with geographically-distributed redundancy. Primary and back-up locations remain online simultaneously, with a primary pod in active mode and a secondary pod in standby mode. Database replication between locations is in real time, with failover being built into the service. If one data centre goes down, we automatically switch to another, so you can continue working.



## Checklist for protecting your BT Cloud Work Service

- Create strong passwords and PINs. Then change them regularly.
- Set up VoIP encryption on your account.
- No need for international calls? Disable the option.
- If you do make international calls, restrict it to the places you need.
- Place VoIP phones behind firewalls.
- Block unauthorised network access to login consoles.
- Block numbers for unwanted callers.
- Limit your number of admins.
- Only forward non-sensitive messages via email.
- Retrieve sensitive messages using an encrypted web session.
- Regularly check your service usage to make sure it complies with your policies.

# Why BT?

## Work faster

When you're holding a meeting or conference call, the last thing you need is your connection slowing you down. With 4G in more places than any other UK network, and fuelling faster innovation with 5G, it's no wonder we've been voted best network for six years in a row. We also guarantee a 99.99 per cent SLA uptime for BT Cloud Work.

## Work safer

Online security is key. When you choose us, you'll have our team of 2,500 security experts and ethical hackers on your side. Every year, we defend our network from over 1.4 million cyberattacks, so you can trust us to keep you safe.

## Work smarter

Our technology is designed for business. We work with best-in-class partners to help support mobile working and cross-team collaboration.

## Work together

Use our expertise to help your business thrive. We're industry leaders in voice and telephony. We've got years of experience setting up communications systems, both premise-based and in the Cloud. We'll work with you to unify your services into one easy-to-manage, secure, flexible and cost-effective solution.

### Offices Worldwide

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