Moving forward using the right technology

Use this deck to discuss emerging technology with your people, and demonstrate to them how they can benefit your business.

Technology takes business to the next level

If we want to work faster, safer, smarter, we need support from the right technology.

The right technology can help us:

- **work better together to increase productivity** – from home, different branches or remote sites

- **get fast access to the information we need, when we need it** – to respond faster

- **stay available to customers at any time** – so we're there when they need us

- **keep secure and compliant** – with 97 per cent of businesses experiencing a cyber-attack, it's vital that we shield our data and protect our reputation.

Technology can set us free. We can use it to replace repetitive jobs, so we can focus on tasks that move the business onwards and upwards.

Did you know?

81 per cent of businesses believe emerging technology will transform or improve their organisation. And three in five think that their rivals will invest in emerging technology immediately. We don't want to get left behind our competition or lose our people to a more forward-thinking business.

What this means for us

We need to identify our key challenges and the areas where new technology can have the biggest impact. A technology partner could help us at this stage of the journey.

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Get ready for 5G

5G is coming. When it arrives, everything will be faster. Things that now take minutes to download will be available in seconds. Speeding up all of the processes we do on a daily basis. But the real change will come from the increased capacity offered by 5G.

Using 5G, we'll be able to:

Work faster: share important files quickly, get better cloud access, use collaboration tools seamlessly (more on those later).

Stay connected: no waiting around for a connection during busy periods, or in built-up or crowded locations, thanks to a much bigger bandwidth.

Set up short-term connections: perfect for temporary offices or building sites, 5G will work where a fixed connection wouldn't.

Work without disruption: by backing up our broadband with 5G, we'll always have a connection.

Stay future-proofed: as emerging technology becomes more and more useful – things like AI, Augmented Reality and IoT – we'll need a network that can cope with the increase in connections.

Did you know?

More than 60 per cent of time spent online is through mobile devices. People need and expect to be able to get online, any time, wherever they are.

What this means for us

To make the most of 5G, we need a network that will connect us wherever we are in the country. And we'll need to make sure our data plan can cope with this better, faster access to data.

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A network that can deal with anything

If we're going to embrace new technologies, we need a network that can support them. One that we can adapt easily as we change and grow. One that helps everyone work faster while keeping security tight.

With smart networking, we'll be able to:

Be more flexible: it'll be easy to attach new sites, and scale up and down as we need to. We'll be able to access critical apps wherever we're working.

Be more productive: with easy access to cloud apps like Salesforce and Office 365.

Take more control: we'll be able to see how people are using the network, spot weak connections and re-route data traffic to maintain a high network speed.

Control budgets easily: because we'll be able to see which services we don't use, so we can cut them out and operate more efficiently across the business.

Did you know?

99 per cent of businesses make changes to their network as a result of using cloud services – whether that's data storage, communications or collaboration tools.

Things we need to consider

What do we want from our network? Key factors to think about are security, flexibility, connecting to the cloud, bandwidth.

And what's the best way to manage our network. Do we do it ourselves through an easy-to-use online portal, or would a managed service free up some valuable time?

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Greater accuracy with Artificial Intelligence

Computers can now mimic human qualities like learning, reasoning and self-improvement. And they can be built and trained to perform particular tasks, for example:

- Recommendation agents – that use previous online activity to tailor content
- Chatbots – which could help us deal with customer queries faster than ever

But what does that mean for us?

Be more responsive: providing a better, more targeted service, delivering what customers need before they ask.

Keep track of trends: by using AI to monitor what customers are saying and doing online.

Spot cyber threats: using AI to detect and alert us to unusual activity on our networks – things like analysing spending patterns to spot fraudulent payments.

Create more time: by using AI applications to remove or shorten some of our more time-consuming processes.

Did you know?

The government are currently using AI to monitor the number of lorries on roads to spot changes to the UK economy; Andy Haldane, chief economist at the Bank of England, believes music download figures from Spotify can be used to gauge the public mood.

What we need to consider

Where would AI most benefit us?
What processes could it replace?
Is our network capable of making the most of AI technology?

Read our 'AI in Real Life' article **here** to see how AI is already supporting everyday tasks.

A better way to stay in the loop

There are now many different ways for people to work together and communicate effectively. There are calls and texts, instant messaging and video conferencing. By bringing them together, in the cloud, we'll reap the benefits of streamlined communications.

With collaborative communications, we'll be able to:

Be consistent: we'll be able to communicate as we choose, from any device, anywhere we can get online.

Work smarter: with everyone working together using the tools that suits them best.

Take more control: by using the data we collect on call activities and patterns, we'll be able to spot ways to balance workloads, cut wait times and better serve our customers.

Did you know?

A collaborative communications platform (like Cloud Work, for example) works seamlessly with critical business apps like Salesforce and Skype to keep relevant customer data and commercial information accessible to our teams. It can help improve customer service, generate more leads and increase sales.

What we need to consider

How would collaboration tools help our people be more productive? We need to decide which would bring us the most value.

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Why do we need a trusted tech partner?

One of the biggest challenges when it comes to adopting new technologies is working out how to deliver the change. A technology partner can take away the headaches.

What a technology partner can bring:

Expertise	**Trust**	**Future-proofing**	**Security**
Deep knowledge of the technology and how best to implement it	A partner with experience of successful implementation of emerging technology	To keep us ahead of the competition	Solutions with security embedded, and a team of experts to protect your business

Why you can trust BT as your partner for this journey:

- Part of the national critical infrastructure: Trusted by the MoD, the police and other emergency services to keep them connected
- The UK's largest fixed and mobile network
- Security: Over 2,500 security experts to protect the network

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If you'd like more information on any of the technology trends that we've covered today, please get in touch to discuss.