BT

Goodbye complexity. Hello cloud.

BT Cloud Work Professional Services. Migrate with minimum hassle, achieve maximum results.

Business is moving to the cloud. Those already there are benefitting from centralised communications and embracing the flexibility it brings. It's made working together easier and more flexible than ever before. But the transition can be complex.

Our BT Cloud Work Professional Services experts can help you move your business to Unified Communications as a Service (UCaaS) solutions. We'll do the planning and implementation. You get the benefits of improved collaboration, greater flexibility, scalability and cost-savings, plus ongoing support from us.

We can't wait to welcome you.

Save while you switch

To manage a UCaaS migration yourself takes time, effort and expertise – which all adds up. Let our Professional Services help you save on:

- project management – business reviews, network assessments, and process workflows

- technical contractors – hiring specialists to implement the cloud system

- quality assurance – overseeing user acceptance testing and go-live support

- maintenance – managing and maintaining the system post-launch

Get the best from your system

As an experienced UCaaS provider, we'll make sure there's minimal disruption for you during implementation, then help you maximise your return on investment once it's up and running. We will:

- align your new set-up with your business environment and unique goals

- assess and recommend changes to optimise network performance

- maximise user adoption with rigorous acceptance testing, to check the system meets your requirements and is fit for use

A strategy for success

We'll support you in successfully setting up your UCaaS solution. We'll help you plan, design, develop and adopt new technology to simplify your business, boost efficiency and drive innovation.

We'll make sure your migration is quick, simple and flexible. Our team will take care of:

- business review and network assessment
- project management
- number porting planning and management
- acceptance testing and go-live support
- post-deployment services and follow up

We can also offer on-site consultancy and workflow review if you want deeper support.
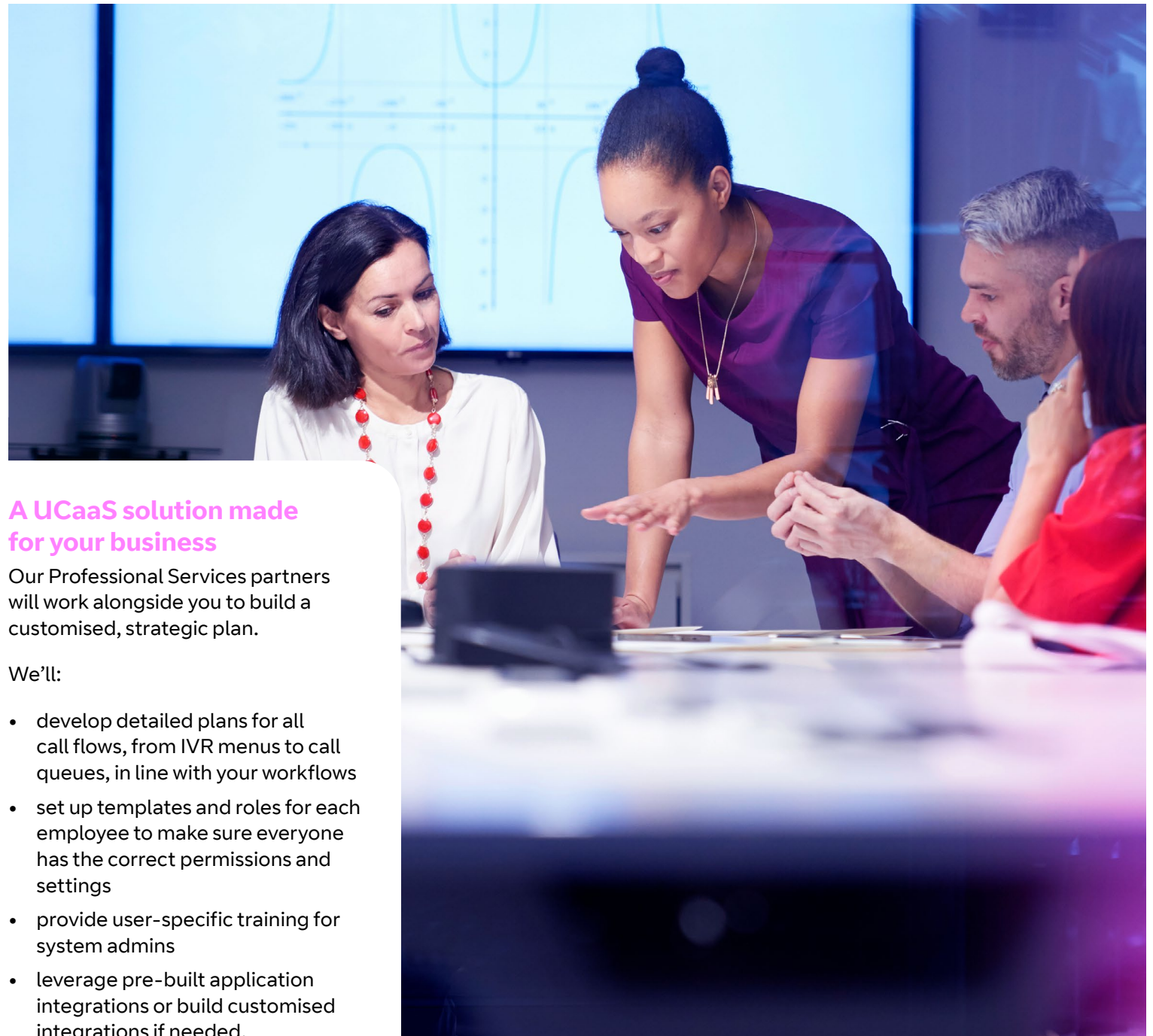
A UCaaS solution made for your business

Our Professional Services partners will work alongside you to build a customised, strategic plan.

We'll:

- develop detailed plans for all call flows, from IVR menus to call queues, in line with your workflows
- set up templates and roles for each employee to make sure everyone has the correct permissions and settings
- provide user-specific training for system admins
- leverage pre-built application integrations or build customised integrations if needed.

Migration success in five steps

Discover

This is where we learn all about your business and your needs. We'll hold an initial workshop to understand the current set-up and your plans.

We'll finalise Cloud Work users, locations and details for network testing and configuration. To ensure the process runs smoothly, you'll be assigned two project managers – one from BT and one from RingCentral.

Assess

We'll check if your network is suitable for your chosen BT Cloud Work users and sites. This will let you perform simple network performance and connectivity tests.

Plan

We'll capture the details of your existing set-up, and use this to plan your future system. This will cover things like voice and network topology, user profiles, performance and feature needs, and business requirement deliverables. We'll also build out your User Interface for features such as auto-receptionist, call routing and more.

Deploy

We provide true end-to-end migration support. We'll get you up and running, managing the entire deployment process. We'll complete the number porting request on your behalf, and set up your admin and end-user mobile apps for you. Sit back and relax, while our professionals take care of the rest.

Validate

Once everything's set up, we'll check it's all working as it should be. After on-site testing, we'll deliver remote or on-site training sessions, and perform health checks and floor walks to get your teams up-to-speed and confident.

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 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 professionals 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 together

Your business is safe in our hands. We're industry leaders in voice and telephony. We've got years of experience setting up phone systems, both premise-based and in the Cloud. We'll work with you to understand your existing situation, then unite your communications services into one easy to manage, flexible and cost-effective solution.

Start your move to BT Cloud Work today.

Visit: **bt.com**

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