



Time to think **big**

Managed Service. Trust us with the day-to-day while you focus on the big stuff.

The pressure has been creeping up on IT teams for too long.

It's easy to get excited by the prospect of new technology. But it takes time and resources to reap the benefits. No sooner have you installed it, you're updating it. Then maintaining it. Protecting it. And with 32% of businesses reporting cyber security breaches or attacks in the last year, that's no small task.

65% of IT budgets are spent keeping the lights on.

But what about the bigger picture? It's predicted that half the FTSE 500 will be replaced in the next decade, if they don't find time to focus on the future. Which is why they're upping their budgets and increasing their tech spend. But there is another way.





It's time to share the load

Get a 4,000 strong team, on your team. Our Managed Services team specialises in all areas of IT. They're trained and certified by industry recognised external accreditors. They'll work with you remotely or from your office. And deal with hundreds of vendor and security partners on your behalf. They manage the IT Infrastructure of more than 2,500 private and public sector organisations like yours. Relieving the pressure of the day-to-day. So you can focus on the big stuff.

Achieve peak performance with minimal risk

We use data and insight to help you to manage change and plan your next step with confidence. And pull in partners and suppliers as and when we need them.

Stay ahead of new technology

We give your IT team the confidence to agree new IT solutions and roll out new technologies, thanks to the expertise of our Managed Services team. So your organisation has the confidence to embrace them.

Manage cost and time pressures

Our team frees up your skilled workers. While providing efficiencies and economies of scale across your IT infrastructure. Saving you time and money.

Three teams. One service.

4,000 people help to deliver our end-to-end service. Each have a range of different expertise and skills. They're not here to replace anyone. They're here to support you. From the very first contact to the final field visit. Freeing you up to explore new digital possibilities.

Our Professional Service team

Get off to the best start with our team of consultants, solution architects, service designers and project managers. They can breathe new life into your legacy system, or build a new service from scratch. Following the best design practices. No lengthy transition times. Minimal Capex.

Our Enterprise Managed Services team

This ISO accredited team deliver 1st, 2nd, 3rd line support and a range of ITIL value add services. They monitor systems to check for issues. Interpret data to help reach their goals. Plan and implement system changes and upgrades. And work with all your suppliers and partners on your behalf.

Our Field Service team

Keep your organisation moving with a 770 strong team of engineers. Each trained, skilled and accredited to a different range of standards to make sure every job is cost effective. All managed by us. So when we say they'll be there. They'll be there.



Don't trust just anyone with your technology

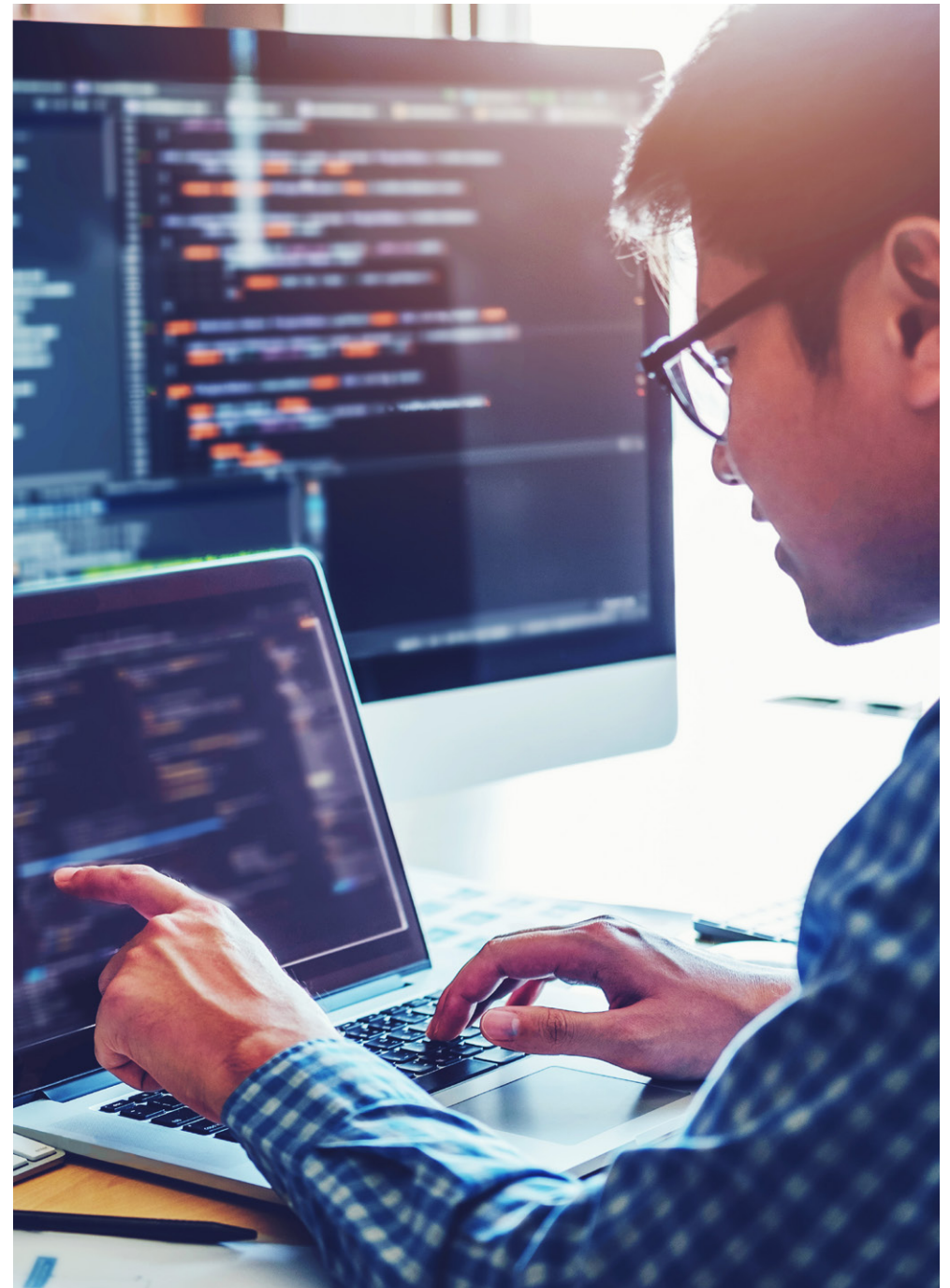
We're not just an extra pair of hands. When you put our team on your team you get the combined experience of almost 4,000 experts who stay on the front line of technology and security.

We're accredited

We leave no box unticked. Our Managed Services team is certified by industry recognised external accreditors in all International Standards Organisation accreditations. And we hold frequent audits to make sure our service stays best in class.

Whatever the discipline, we have the badges and the experience. Here are just a few.

- Our Project Managers are Prince 2 accredited
- Our IT Service Mgt professionals are all ITIL certified from foundation level to expert level
- All our technical engineers and solutions architects must be accredited in their chosen technical discipline
- Our voice, data and security engineers are accredited from CCNA right up to the highest level of CCIE, as well as other vendor equivalents
- Our IT infrastructure engineers have certifications with Microsoft right up to expert level
- We have digital tooling engineers who are BMC expert certified
- Our Service Designers are Shipley accredited
- Our testing team must have their ISTQB qualification





We're skilled

We spend about £500k a year on learning labs and training, to make sure our people have the latest and most up to date qualifications across all technologies.

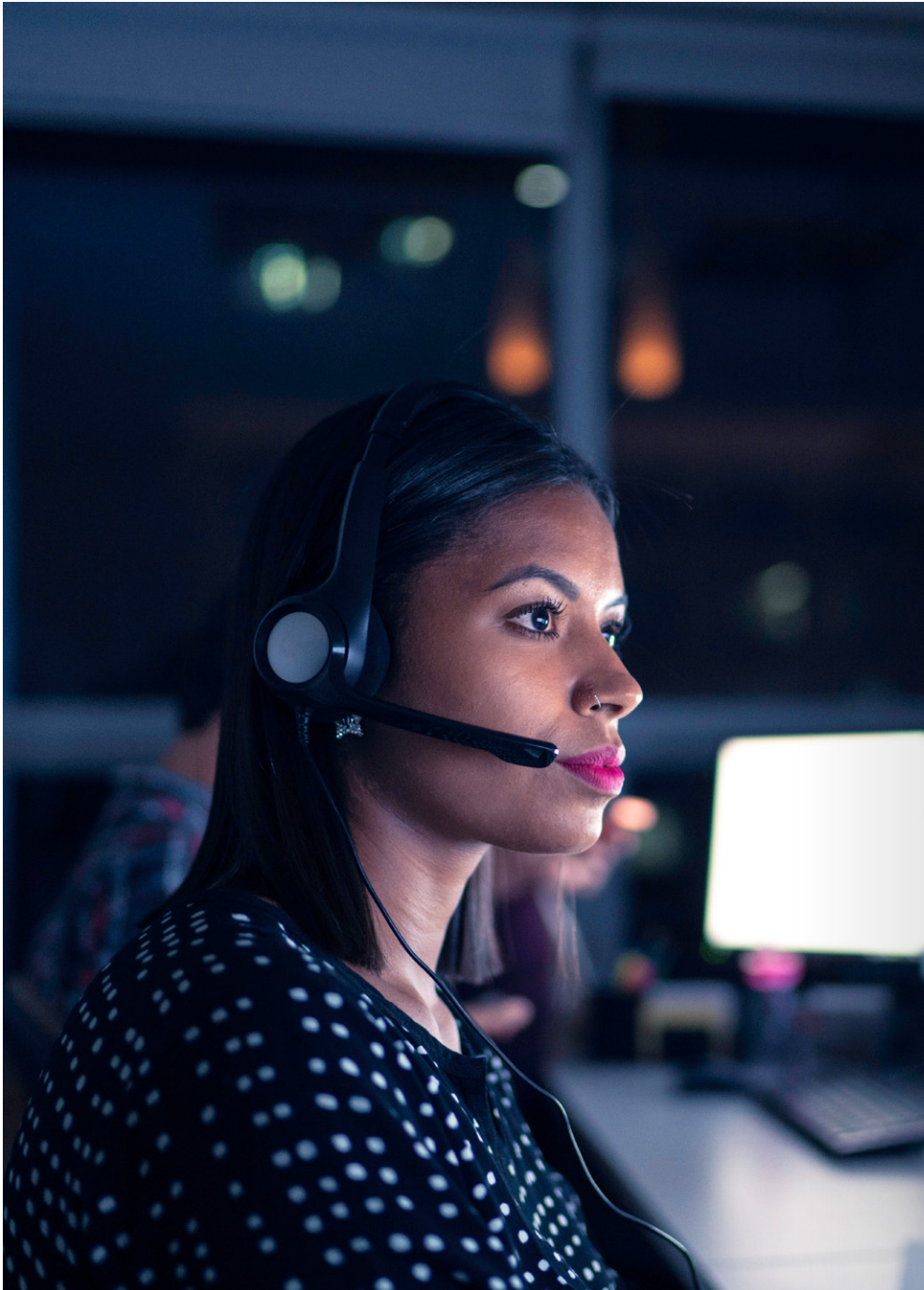
State of the art learning facilities:

4 x UK	Specialised learning centres
£500K	Annual spend
4,500	Learning hours per month
4 x UK	Technical labs
3 x UK	Test centres

We're connected

We manage all types of technology. Not just our own. With the help of hundreds of partner vendors. Each expert in their field. We're dedicated to make sure your solution works seamlessly together.





We're secure

In 2019/20 we proactively managed over 20,000 security alerts with no security breaches. So you can feel sure you're putting your IT infrastructure in the safest hands possible.

We're trusted to support:

100K

armed services personnel and all their communications.

2.4m

safe landings for National Air Traffic Control.

4 home nations

police, hospitals and GP services.

39 million

emergency service 999 calls.

Is it time for you to think big?

Find out more at:

www.bt.com/managedservices

Or speak to your account team



Offices Worldwide

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