



Transforming central government with digital technology

Building better public services with BT



It's time for central government organisations and agencies to make more of digital

Millions of people across the UK rely on essential public services, but their needs and expectations are changing.

From making GP appointments to paying for parking, members of the public want to access the services they need from their mobile devices. That means making them available wherever and whenever they need them.

Staff expect more from technology too. They want to work together and communicate with colleagues without a hitch. On any device. In any location. But budgets are shrinking.

Digital technology can bring the Government Transformation Strategy to life.

The UK government knows it needs new ways to connect with the public. And that giving them easier access to online services will benefit everyone.

Your mission is to find those new ways. To deliver the best services you can. And meet increasing demands. All without breaking the bank.

When it comes to connectivity and technology, we're leading the way. And we're working hard with central government agencies and departments, so you can deliver better services for less.

We can help you rise to the challenge, beat expectations and save money. We can tailor our solutions to suit you. And we've got the skills and experience to deliver. In other words, we're pretty sure we're the perfect partner.



We can help you build better public services for the people you serve

Our solutions are designed to make your life easier. But technology isn't the end goal. It's the start of something bigger. We put the right solutions in place to connect you and your staff with the data and know-how you need. Whenever you need it – be it people, places or ideas.

Partnering with us means partnering with the UK's leading communications service company. And joining the 1,800 public sector organisations across the UK that trust us to provide a complete, end-to-end solution. Switching to digital technology can help you to:

Improve tech support for your employees

When you give your staff the tools they need to work securely, wherever they are, it sets them free. There's no need to get back to the office to complete paperwork, access information or join conference or video calls. All of it can be done on the move, which means everyone can work more efficiently and productively – in or out of the office. And that can save you money.

We have the biggest and best fixed and mobile network, connecting you wherever you are in the UK. That's 26 million UK connections for our fibre broadband, and a mobile network that covers more than 96% of the population. Plus, 5.5 million free Wi-fi hotspots throughout the UK, and the fastest 4G.

We're trusted by the MOD, police, NHS, DWP and other crucial services to keep them connected. And we're proud to be delivering the new 4G Emergency Service Network too, where reliability is critical.

Securely take your work beyond four walls

Are you worried about security? You're not alone. 64% of organisations say that security of enterprise data on mobile devices is a top concern. With us, you're safe. Because security is in our DNA. We have over 2,500 security professionals worldwide. We're trusted by the MOD to provide active cyber-defence. And we're the first communications provider to sign a data exchange agreement with INTERPOL.

We protect our own systems with the same people, technology and processes that we use to protect yours. And we'll design a bespoke security solution that perfectly fits your needs.

We've been recognised as overall leader in Managed Security Services in the Western Europe 2017: "While BT is a strong performer in terms of the technical capabilities that it can offer its clients through its MMS proposition,

BT performs particularly well in comparison with other vendors for both the recognition of growth topics and its investment in innovation."

Take advantage of the next big thing

We're championing innovation and ideas to find smarter digital solutions. So you can keep your systems flexible. And adjust things as you need to.

Our own products are making waves across central government, but we're not stopping there. We partner with entrepreneurs and start-ups to develop new, high-tech innovations. While our relationship with heavyweights like Cisco, Apple, Avaya and Microsoft mean we always can find the perfect solution for you.

When it comes to innovation, we're leading the way. We've spent £2.8bn over the last five years on R&D investment. We're turning UK cities into smart cities with the Internet of Things (IoT). And we were behind the pioneering IoT work in Milton Keynes.



We use the power of communications to make a better world

We take our role in UK society seriously. Our focus is always on the people we serve. And that means your needs are at the heart of everything we do.

As part of central government, you need to do more with less

We can help you adopt and adapt to cloud-based tech, so you can take digital transformation at your own pace.

Moving your on-site voice systems to the cloud gives you more options for making and taking calls. And you won't have to compromise on security. You'll find it much easier to share data using cloud storage. And with right collaboration tools, your teams can work together easily. On the devices they love. Wherever they are. By moving to the cloud, you can reduce the amount of equipment you buy and the miles you travel. That's good for your budgets and the environment.

Your staff need to be able to work effectively, wherever they are

With the right tech in place, you can build a motivated, engaged and energised team. To help you achieve a smarter digital future.

With 4G Wi-Fi hotspots, employees can work wherever they need to be. While conferencing and video streaming makes it easy to have a daily briefing that feels like everyone's in the same room. Decision-making happens quicker, and everyone is more productive as a result.

When we say our solutions are end-to-end, we mean it. We've got a range of apps and devices, as well as the fastest network around.

You need to provide your citizens with services that deliver

As a nation, we're more digital-savvy than ever. That means we want the opportunity to get online and access the services we need instantly.

To manage the demand, you need a full view of everything's that's going on across your organisation. We'll create the right solution that can operate across social media, chat, online and call centre environments. And we'll integrate it into your back office systems.

With our smart city solutions, you can harness the Internet of Things to collect vital data and get a fresh view on the services you provide. That could help you to better spend budgets and provide help where it's needed most.

And it has to be underpinned by the right security solution for your organisation

Digital transformation relies on the right security. That starts with identifying the risks you face and working out the best way to your organisation from them. You need to keep critical public services and sensitive data secure, especially with the rise of threats like Ransomware.

From cyber consultancy to ethical hacking, we can provide a bespoke security service that fits your needs. We offer a full range of solutions, and we're technology (and vendor) neutral. So you'll always get what's right for you.





- **Do more, deliver more, save more**
Adopt new technologies, such as cloud-based solutions to enable you to move to a truly Digital Organisation with increased flexibility and reduced costs.
- **Work effectively, anywhere**
Adapt the way your Digital Employees work by allowing them to access and use the information they need, wherever they are.
- **Offer digitally-enabled public services**
Transform the Digital Citizen experience by facilitating cross-organisational working for a joined-up approach and access to online and self-serve platforms.
- **Let us protect your organisation as we do ours**
With our core experience in designing Bespoke Security solutions, we help to keep your critical data safe.

All with end-to-end service and support.

Don't just take our word for it...

The technology is already out there, with organisations getting the benefit of better digital communications. Here are just a few of their stories.

Councils join forces to do more with less

We've helped a group of over 20 agencies work together to get the best from local resources and reduce their costs.

Customer story: Unified Communities Over Regional Networks (UniCORN)

Through UniCORN, BT has helped Surrey County Council and the unitary authorities of West Berkshire, Windsor and Maidenhead, Wokingham, Bracknell Forest, Reading and Slough unite over 20 separate agencies. From the emergency services, to healthcare and education.

At the heart of UniCORN is a 1Gbps BT Ethernet Connect platform linking everyone together. And job is to act as the systems integrator. That gives every agency a choice of great value service providers (including our own next generation technology).

UniCORN came to life in just 12 months and will reach two million citizens.

“We estimate that new participants will each save around 20 per cent as soon as they sign up. Beyond that they'll see the powerful benefits of things like more collaborative working and elimination of duplication in the delivery of public services.”

Paul Brocklehurst,
Chief Information Officer, Surrey County Council





Creating the world's biggest virtual IP call centre

We've combined the DWP's call centres to create a single centre run over the internet. Now it's more flexible and providing a better service to citizens.

The Department for Work and Pensions (DWP) is the largest UK public service organisation, with over 20 million customers. It wanted to build on its top track record of using technology to reduce costs and release more funds for frontline services.

We created an IP contact centre (IPCC) architecture for the DWP. This brought together 184 call centres with nearly 30,000 agents between them into a single virtual IPCC: the largest IPCC deployment in the world. With a combined contact centre, agents could be trained up to handle different types of tasks and calls. Workloads could be managed better by sending calls to different centres. And, most importantly, the DWP's customers got a better service as a result.

“The relationship with BT has already played a major role in modernising the Department's operations, enabling it to become ever more customer focused and meet its customers' increasingly complex communication needs.”

Department of Work and Pensions

Getting you a step closer to a smarter digital future

Digital transformation is big. And it's creating even bigger opportunities for organisations across the UK. We've got the insights to anticipate your challenges and help you plan a smarter digital future. And we've got the network and know-how to make it all happen. We call this intelligent connectivity. As a managed services provider we'll be there for the entire journey. Helping you to get the most out of cloud technologies to deliver faster, more efficient services.

Why BT

With over 1,800 public sector customers across Scotland, England, Wales and Northern Ireland, we know the issues you're facing. We'll use that know-how and experience to help you make lives better. And the benefits of working with us don't stop there:

- **Award-winning networks that won't let you down**
Our global network is recognised by Gartner and other independent industry specialists. We've created networks that run at 5.6Tbps, fast enough to download 100 videos in a second. And by 2020, we'll have increased EE's 4G coverage to 95% of the country.
- **You'll be working with experts**
We have the people, the partners and the know-how to offer you the best advice, service and support. Our work with smart city programmes across the UK means we're well versed in working with others, too.
- **A commitment that we'll never stand still**
We're investing £10 billion in new technologies in the five years. They'll help us to develop the services and tools that will see you thrive in the future.
- **We're a trusted partner in the public sector**
The MoD, Police and other critical services trust us to keep them connected. And our presence on national and local government procurement frameworks means it's quick and easy to start work with us.
- **Solutions perfectly tailored to your organisation**
Delivering regional public services is tricky work. That's why we've got a wide range of tools, technology and ideas to work with, so we can offer you the right solution, whatever your needs.

More information

To find out more, please contact your BT Account Manager.
business.bt.com/public-sector

Offices Worldwide

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