



Supporting local government to make lives better

Helping you to do more for less and make lives better

There's a solution to the challenges you're facing

Whether it's helping to educate our kids, deliver social services or keep our streets clean, your services are crucial to our society. But things are changing. An ageing population, a growing need for online services and declining budgets all leave you with the challenge of doing more, with less. But how?

We think the solution starts with technology. It can help you to change the way you work, reshape the services you offer and even re-think how they're delivered. For the better.

We know that your organisation, employees and citizens can benefit from going digital. It doesn't just help to lower your costs. You can be more efficient by making better use of resources, discover more flexible ways of working, get closer to the people you serve, and be more sustainable.



How we'll support your digital journey

Technology can help you to save time and money. It gives your employees and citizens more choice. And crucially, it can help you expand and improve your services.

Helping your organisation adopt and adapt to new technology can be difficult. You have to think differently, try different strategies and see what works best. And that's a challenge in itself. But technology is here to help. It's just a case of making sure you have the right tools to do the job.

That's why you need a partner you can trust. One that can get your organisation ready for the future, today. We've done it ourselves. And we've got 85,000 staff with the skills and experience to help you do the same.

We can help you to

- Do more with less by moving to more affordable, cloud-based technologies
- Help your employees access the information they need, wherever they're working, with mobile devices, services and our EE network
- Help your teams and departments work better together with collaboration tools
- Keep your organisation, and the sensitive data you look after, safe with advanced security and support.

And with the right technology in place, you're free to focus on what really matters – making life better for everyone.



We're trusted by over 400 local authorities, across the UK.

The big benefits of going digital

Trying to balance the growing list of must-dos with an ever-shrinking budget isn't easy. But with the right help, it's possible. That's where we come in. We've been on the frontline of change for many years. Our roots are in the public sector, but we've had to transform the way we work to stay ahead of our competitors. So, we know we can do the same for you.

We can help you be more efficient and flexible

- We'll show you how using cloud-based technologies can make your finances go further. Working in the cloud means you can bring all your voice, data and applications together, making them easier to manage and giving you greater flexibility.
- Investing in new technology can be cost-effective. There's no need for expensive hardware as everything is hosted in the cloud. Less equipment means you might be able to reduce the number of offices you have, as well as your overheads. And because you'll be using less electricity, you'll be doing your bit for the environment as well. You can safely scale your cloud storage solution at any time. As you won't need on-site servers, you can save your IT team the time, money and effort involved with running and maintaining them. What's more, you can back your files up automatically to keep data safe.
- With one of the UK's fastest networks backing you, you'll have instant access to the tools you need to share information in real-time with colleagues, citizens and partner organisations. Staff won't have to waste time trying to collect the same information over and over again. And that can speed up repetitive tasks and admin.
- Better communication can give you a deeper insight into which services are needed and where. That way, you can direct your staff and resources to where they're needed most.

Give your employees the flexibility to work from anywhere

- Our mobile solutions mean your staff to manage their workload, stay productive and get the job done. They can keep working whether they're in the office, in the local community centre, in between appointments or at their kitchen table.
- Our network offers quick and easy access to information in real-time, from any location. Having remote access to up-to-date records and tools can help you be more collaborative, responsive and make decisions faster.
- With alarms, trackers, voice recordings and 24/7 monitoring you can make sure your staff stay safe wherever they work, even if they're working alone.



Give the people you serve better access to public services

- With integrated communications you can make it easier for citizens to keep in touch with you, encourage engagement and improve transparency. You can set up a public-facing portal that works with your back-office systems, giving citizens a one-stop shop to report births, marriages or deaths, a missed bin collection or fly tipping. Having one place to store information electronically can help to cut call costs, eliminate errors, speed up processing times, and reduce the paper trail.

- Residents could have a single online sign-on for a range of services, including council tax, benefits, business and visitor permits and planning applications. They can fill in forms online, make and track payments and receive immediate confirmation when they do.
- The right technology makes it easier to give everyone in your communities access to technology. You can provide computers in the local library or town hall for residents who don't own a mobile device. Or help local community groups to save by providing them with the tech to make low-cost calls over the internet.

Protecting your data is our priority

We know that it's crucial to protect your organisation against potential security breaches and keep your sensitive information safe. That's why security is embedded into everything we do. We can help to stop the wrong people getting access to your network and prevent your data being exposed. So, you can run your services smoothly knowing everything's protected.

The cost of community-based care is expected to be £20.2 million in 2026. Our solutions can reduce your costs. We've helped the MOD to save £700 million.

A smooth migration to digital voice

The phone lines for Worcestershire County Council carry 4.5 million minutes of calls every year. So when they decided to make the move to digital services, they knew it had to be smooth. With tight budgets to stick to, they also needed to know it was a sound business decision. Our challenge? To save 10 per cent of their overall communications costs. With digital voice, we had the answer.

Challenge

The Council wanted to move 1200 traditional phone lines onto a data network without any major cost or impact. Their telephone system covered multiple council buildings, 234 schools and 25 libraries across a large rural area. It needed to be more flexible, more efficient and cheaper to run.

Solution

- We introduced Skype for Business on a new voice platform, to boost productivity and help teams work more flexibly.
- We replaced 300 ISDN channels with SIP, which meant they could carry data as well as voice. This covered the citizen support contact centre and other corporate communications at County Hall – accounting for more than half the calls made each year.
- Our experts analysed traffic on the traditional phone lines to work out the number of minutes that would go over SIP. We could also see where capacity was underused and could be reduced.
- By adjusting the existing contract based on the council's actual usage, we were able to save a lengthy procurement exercise. And that meant everything was ready ahead of schedule.

Benefits

- The council's phones are now far more flexible.
- We expect the council's costs to fall by 10 per cent over 18 months.
- The new phone system is future-proof, so it can be updated at any time to keep pace with change.
- The new SIP service is super resilient and it can be rerouted in case of an emergency.

“BT has always provided a high level of service but on this occasion they excelled themselves. They were open and fair and their in-depth analysis of our infrastructure helped us achieve our goals.”

Dawn Brant,
ICT Commercial and Contracts Manager,
Worcestershire County Council



A joint vision for a single service

Surrey County Council and the 11 districts and boroughs within Surrey, together with the unitary authorities of West Berkshire, Windsor and Maidenhead, Wokingham, Bracknell Forest, Reading and Slough have a joint vision for the future of public services.

Challenge

Surrey County Council and its partner organisations wanted to unite over 20 separate agencies (including emergency services, healthcare, and education) across 1,800 sites, replacing more than 40 separate networks with a high-speed Ethernet infrastructure known as UniCORN (unified communities over regional networks).

Solution

- We installed Ethernet Connect, a single managed high-speed network that connects 1,800 sites.
- On top of this, we added an integrated communications solution using BT One Cloud Cisco hosted voice services, BT One Voice SIP trunking and BT Connect broadband services.
- BT Service Management and BT Advise Professional Services were also part of the solution.

Benefits

- The network gives users access to a central set of IT resources and allows them to share sensitive information across a secure network, rather than the internet.
- Improved communication and collaboration between colleagues, customers and partners.
- Staff have access to a full range of collaboration tools, including mobility, presence, instant messaging, unified messaging, HD video and HD voice. It means they can work more efficiently and with other agencies, whether they're in the office or on the go.
- Reduced call costs as calls are made over an IP (or internet) connection, rather than traditional phone lines. Voice calls are prioritised over other data so even if everyone in an office is using the internet, calls will always get through.
- It's quicker to send and download files.
- We manage the network and IT, freeing up internal staff to focus on more strategic projects.
- Peace of mind. Users can rely on us to offer ongoing expert advice.

“As a GP, I want to give people as much control as possible over their own health and care so I'm particularly excited about the introduction of the person-held record. As well as helping us to create a truly patient-centred service, it will promote personal health improvement and prevention.”

Dr Katie Coleman,
Joint Vice Chair of NHS Islington CCG.

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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