



# Making lives easier across London and the South East

Transforming public services for a smarter digital future

# Things move fast in London and the South East

London and the South East are the busiest, most populated regions in the UK. And they're growing.

At the moment, London is home to 8.8 million people. And the South East houses a further 9 million. The people who live and work here are busy. And convenience is key. People expect to be able to make the most of their downtime – such as when they're commuting. And they expect public services to be available online, when they need them.

As part of the public sector, it's vital that you can keep up with public demand. And we're here to help.

We're already working with:

**175** local councils

**164** NHS trusts and hospitals

**26** housing associations

**45** universities



# Immersing ourselves in London and the South East

We know what the people who live here need. Because our people already work here every day.

We believe that you'll only really understand the challenges and opportunities of a region if you're living and working there yourself. We've got over 200 BT specialists doing just that, helping local government, health authorities, universities, housing associations and more.

We're already partnering with over 400 public sector customers across the region, working together to provide the IT infrastructure and support they need to offer better, faster services. They're organisations like yours that are using innovative technology to make lives easier for the people they serve.

When you work with us, we'll take the time to fully understand your ambitions and challenges, and get to grips with the way you like to work.

## **We use the power of communications to make lives better in London and the South East.**

### **Filling the tech skills gap**

Our Barefoot Programme delivers free resources and workshops to help teachers with the computing curriculum. We've delivered 705 workshops in local schools so far. And we're leading the way with the new Institute of Coding.

### **Delivering faster broadband**

We believe everyone should be able to take advantage of faster broadband. That's why we've launched a new 4G home broadband solution to connect more than 70,000 rural homes in the South East.

## **Taking on new talent**

450 young people have participated in our Work Ready programme. And we've recently created thousands of new apprenticeship and graduate jobs in London and the South East. It's all part of a new UK-wide drive to recruit the best tech talent possible.

## **Improving the nation's digital skills**

We have regional partnership directors in London and the South East. Part of what they do is to work with schools and colleges to promote tech literacy across London and the South East.



# Helping you reach your digital future

Smarter technology can help you do more for the people you serve.

With over 1,800 public sector customers across the UK, we understand the challenges you're facing. Challenges like lower budgets, the pressure to get more done and higher expectations from your teams and your communities. Digital technology can help. And it doesn't have to involve the upheaval that you might expect. Or the cost.

## I need... to do more with less

Better connectivity will help you get more done at every stage. Improving your fixed and mobile networks lets everyone get online without losing speed or reliability. And when different public sector organisations use a single, secure network, they can cut costs by sharing services freely.

### We can offer:

- the largest fibre broadband network
- faster speeds, with ultrafast broadband planned for 12m premises by 2020
- the biggest, fastest mobile network, covering 96% of the population
- the fastest route to 5G. We're already working to develop a 5G infrastructure.

### The UNICORN Partnership helps organisations to share services and become more efficient.

We've been running the UNICORN Partnership (Unified Communication over Regional Networks) with Surrey County Council and more than 25 partners since 2012. Participants come together to buy IT products and services without the need to go to tender. This cuts months off standard delivery timescales and slashes costs.

“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

### Protecting patient data and delivering faster treatment for East Sussex Healthcare NHS Trust.

We're helping the East Sussex Healthcare NHS Trust to build and manage a new secure communications network. It's connecting 390 NHS sites across the region, and will help health professionals share critical patient information quickly, safely and securely. So 1.6 million patients across Sussex get the benefit of joined-up care.

“The NHS in Sussex needed a scalable network that supported the sharing of critical patient information across different local sites. Clinicians – such as local GPs and hospitals – will now be connected on one secure, cloud-based platform for the first time. It means they'll be able to access and share the same information, leading to faster patient diagnosis and treatment.”

**Mark Sexton,**  
Regional Director for London and the South East  
Business and Public Sector, BT



## I need... to help my teams work flexibly

Forget the 9-5. People are working differently these days. Employees expect to access documents and business apps securely, wherever they are. And when you can link devices to help teams work together in real-time, you'll see a huge boom in productivity.

### We can offer:

- applications, devices and connectivity to keep widespread teams working together
- over 3 million 4G wi-fi hotspots across London and the South East
- the fastest mobile network in the UK
- end-to-end solutions that make it easier to deliver better services, wherever you are.

### **Transforming stroke management for Chelsea and Westminster Hospital NHS Foundation Trust.**

EE has been working with Samsung to turn mobile phones into heart monitors using a clever app. GPs use the devices to take electrical signals from patient's fingers, then send the results for analysis over our 4G network. Tests can be performed at local surgeries and second opinions sought straightaway. Early detection is expected to save the NHS as much as £5 million over five years.

“EE provided excellent training and technical support throughout. Over the last 6 months 3,000 people in Hounslow have received ECG screening for AF. Nearly 200 have been diagnosed with AF, which would more than likely have gone undetected before.”

**Dr Sadia Khan,**  
Consultant Cardiologist, Chelsea and Westminster Hospital NHS Foundation Trust

# Creating a safer, smarter digital future

Securely connecting people to the services they need. For a better customer and citizen experience.

## I need... to offer better online services

By letting people self-serve at a time and place that suits them, you'll make their lives easier. And you'll save your teams the time spent dealing with forms and payments manually.

### We can offer:

- contact centres that allow people to choose how they want to communicate with you
- solutions for social media, chat, online and in call centres, that work with back office systems
- conferencing and video streaming for daily briefings
- smart city solutions that collect data so you can make services better.

## Delivering computer and data centre services for Bromley Council.

Since 2016, we've been working with Bromley Council to deliver desktop services to over 2,000 staff and manage more than 350 servers. We've given the council more flexibility when it comes to running their ICT services. And the ability to flex services up and down to suit demand. This all adds up to huge cost savings and better services for local residents.

*"The Council's chief executive, Doug Patterson, liked the collaborative way we helped to design the new outsourced infrastructure and managed the transfer of council employees to our company. He also highlighted the value of our consumption-based pricing model and praised the transparency and relevance of our service level agreements."*

**Mark Sexton,**  
Regional Director for London and the South East  
Business and Public Sector, BT

## A quick word about security

We live and breathe security. It's at the heart of everything we do. Embedded in our products and services. And we know it's never more important than when you're dealing with critical public services and sensitive data. Great public services need security to match.

### We can bring you:

- a full range of solutions and managed services
- best-in-class partners to give you the ultimate protection for your people, technology and processes
- 2,500 security experts across the globe, looking after everything from cyber-consultancy to ethical hacking
- cyber-threat intelligence and integration capabilities that's trusted by clients such as the MoD.

# We'll help your budgets go further

We can help your people work together more easily. So they can get more done, and you can focus on giving your citizens what they need.

You tell us that one of the biggest challenges in the public sector is improving productivity. Thinking of your organisation as a system and helping all the components work together effectively is a big part of the answer.

- users don't see the boundaries between organisations. They just get one, seamless experience
- it encourages people to go online to use self-service options
- it's the first step in creating smart cities, which generate data on how people in your area are using different services
- it can provide people with better online services. And connect them with opportunities in their community.

## How do we do it?

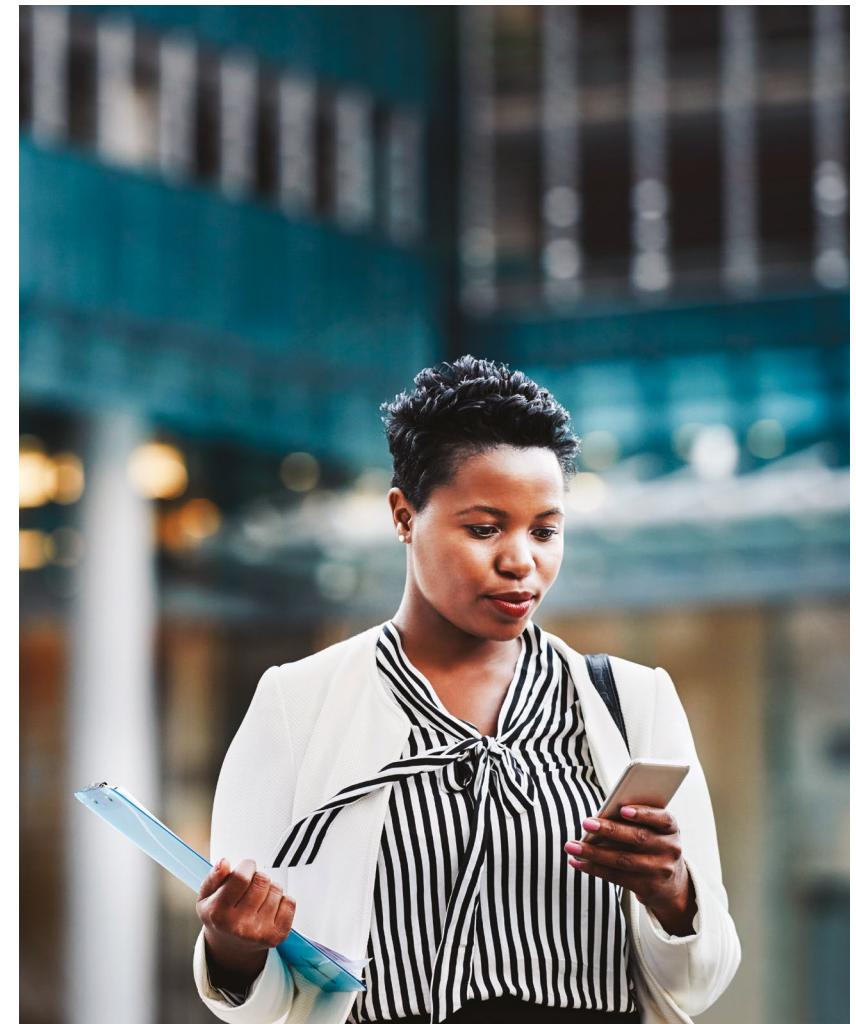
- **Our flexible cloud networks** help you communicate better and cut the cost of hardware, installation and maintenance.
- **Our cloud-based solutions** let you use services on a pay-per-user model, so you can be more efficient.
- **Our mobile solutions** give your teams access to information wherever they are. It helps keep travel expenses down and gives them more time with the communities they're serving.
- **Our presence on national and local government procurement frameworks** means you can get what you need faster, and for less.
- **Our digital infrastructure solutions** can change the way you work – from your IT infrastructure to your operations. Helping you work faster, safer and smarter, and cutting costs along the way.

## The London ICT Framework

The London ICT Framework is a way of procuring services that saves London-based public sector organisations up to 25% compared to traditional contracted IT services.

## It's given them:

- access to our huge vendor network
- a dedicated client team
- our UNICORN service catalogue
- significant scale benefits



# 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.

- **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.

- **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.

- **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.

- **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.

## More information

To find out more, please contact your BT Account Manager.

[business.bt.com/public-sector](http://business.bt.com/public-sector)

### Offices Worldwide

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