

Why BT, Why Now?

The world is changing ever more rapidly, expectations from citizens and consumers increase exponentially and the way we work together, across organisations, society and national boundaries is unquestionably driven by connections enabled by technology. At BT our mission is, “To make the world a better place through the power of connectivity”. Our story runs deep; we help the nation do more, be secure and connect to achieve positive outcomes. We’re helping the UK become more dynamic, more successful and globally competitive, connecting people to people, business to business and citizen to state.

We’re already part of the fabric of the UK and we do much to enable businesses to run and Government to function. Working with the Department of Work and Pensions, we’ve just successfully migrated thousands of call agents to a new contact platform, one of the biggest in Europe. In Prisons we’re helping to cut down flashpoints by enabling inmates to have access to phones in their cells. For the Maritime and Coastguard Agency we’re connecting lifesaving services around the country. We are the backbone connectivity provider across the major Government departments and we are building the network to support the new Emergency Services Network (ESN), providing 300,000 emergency services workers with a state of the art communications network. For policing we are building a new high-speed wide area network connecting around 500 of the force’s sites across the capital and we

are helping to deliver the world’s largest rollout of body worn video cameras. In Health BT and East Sussex Healthcare NHS Trust agreed a multi-million pound five-year deal to create a network, which will connect 390 NHS sites across the region and for Surrey CCG we are connecting 242 sites serving 1.2 million patients.

Importantly at every level in society, security is a critical consideration and at BT we understand the importance of the role we play in protecting both the people and data for the customers we serve. We’re ensuring sovereignty of service for the MoD and we provision a gateway to enable over 300 industry partners to deliver services across the MoD estate. In Cyber, as well as delivering critical services we’re helping educate organisations about vulnerabilities, how to mitigate risks, and to react to cyber security threats and attacks. Our networks have security built in and are designed to intercept threats prior to impacting clients business.

We were also one of the first carriers to block images of child abuse and we are trialling a programme to notify customers who’ve accidentally installed banking trojans. We’re really proud to have delivered a secure network for the 2012 Olympics and even prouder to know that no services were taken down during the event itself.

We believe that we have an important role in helping people and businesses use technology to reach their full potential. To that end, we support the development of ICT skills and knowledge with initiatives

such as Barefoot Computing and Tech Literacy for individuals and run an annual innovation competition for SMEs. We’re delighted that our 2016 SME winner, “CityVerve” is now providing services to enable the delivery of Smart Cities.

These are just a few examples of the many things BT is doing and while building and maintaining the largest fixed and mobile network in the UK will always be at the heart of what we do, we believe the value created by connecting people goes far beyond our investment in cables and masts. The value of BT comes in the knowledge, expertise and experience to enable the UK to become a thriving, dynamic and safe place to live and work. BT is proud to be playing its part today, and as the UK enters a period of significant change, we stand ready to support our customers, citizens and the UK Government, whatever the future may bring.



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