



Be there for the people you serve

BT One Phone. The power of a phone system
with the freedom of a mobile.





In your always-on organisation, make sure every call counts

More and more public sector organisations are bringing their fixed lines, mobiles and phone systems together. Why? Because we're living in a world that never switches off. One that's full of choice – from how we work, to the devices we use. This flexibility isn't a nice-to-have. It's the key to making lives better for the people you serve. And fixed-mobile convergence (FMC) is the future.

Whether it's working from home, on the move, or in the homes of the people we serve – we're all more mobile. And we need to have all our information and applications wherever we are. With public expectations increasing and budgets getting tighter, fixed-mobile convergence is what the sector's been waiting for.

Say hello to BT One Phone

With BT One Phone, all your incoming calls go to your mobile, whichever number people ring – landline, extension, or mobile. No more missed calls. No letting citizens down. And no more waiting for colleagues when it comes to making key decisions.

With hunt groups for specific teams, you'll always get through to the right person – so there's no more time trying to track down your colleagues. You can also pick which number people see when you call, so they're more likely to pick up.

Our cloud-based phone system hosts all of your settings, and you can manage your account online through our portal. All your numbers go to a single mobile device. And you can set rules to decide which calls go through to where – and when.

Perfect calls, indoors and out

With your own indoor network, you'll always get great signal and never drop a call. We'll install a piece of equipment called a picocell. And any device with a BT One Phone SIM will connect to the network it makes as soon as it's in range. When you're on the move and heading out the building, your BT One Phone picks up our mobile network instead. Simple.

Our cloud network's supported by secure data centres with dual redundancy built in. They're located in separate sites and run at the same time. So if disaster hits one, the other keeps going. And you can stay working – no matter what.



Keep devices and data safe

When you're dealing with sensitive citizen data, keeping it secure is a big deal. And if an employee's phone is lost or stolen, it can be a big problem. That's why we've integrated MobileIron Cloud security into BT One Phone. It helps to keep your organisation's data safely out of harm's way.

With MobileIron Cloud, you can protect your devices with options for enforcing passwords, GDPR-compliant remote locking, and even remote data wiping. You can deactivate SIM cards immediately through the web portal. You can even remotely manage mobile devices and their contents, making sure they comply with your organisation's rules and policies.

Get hassle-free control

With the BT One Phone portal, you're always in control. You can change settings, track spending, and respond quickly to the changing needs of your organisation. Users can manage their own settings. Administrators can add new users and activate or deactivate BT One Phone SIM cards – without needing to call us.

It's easy to add and remove extras so you only pay for what you need, like more data and texts, roaming, and unlimited hunt groups. You can also see how much you're using as an organisation and an individual – perfect for managing costs. Caps and alerts help you keep a grip on spending at an individual level, so you're less likely to need a sit down when the bill arrives.

Essential information on the move

Take control of your BT One Phone – anytime, anywhere – with the app. My Status displays new and saved voicemail messages, the last three calls, and other information. It's also where you can set their My Presence status – a simple way to tell people whether you're available for a call. In the Directory, you can see your organisation's contacts – and their presence statuses.



Truly flexible working

There are over five million free BT Wi-Fi hotspots around the UK, and we have 4G in more places than any other mobile network. Which means you can get things done just as easily outside the workplace as in it. Changing your settings is a breeze at any time – just use our web portal or app.

Better training, better service

The citizens you help expect great service. Your people deserve the training to help them deliver that service. Tackle both with BT One Phone's 'call and text recording' function. Recording calls can help with training and improve service. It also provides a record of what was said, avoiding any misunderstandings in the future. You can even listen in live to help with trickier calls.

Tech, simplified

We've made BT One Phone simple to use from the get-go. You'll get a dedicated Project Manager who'll manage the installation and train everyone who'll be using BT One Phone. And we'll design your system to match your organisation and complement the way you work. With one contract and one supplier, ongoing management is straightforward. Need more help? Our dedicated help desk is always available.

To find out more about what BT One Phone could do for your organisation,
visit business.bt.com/products/business-phone-systems/one-phone/

Offices worldwide

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