



Expert help with transformation projects

Let us do the hard work for you

With internet use on the rise and the 2025 PSTN/ISDN switch-off gathering pace, the move to all-IP should be on everyone's minds. It opens the door to new opportunities for both you and your customers. But it also creates challenges – some of which you might want help with.

With Professional Services, you can tap into our resources, experience, resources and knowledge. With our help, you can better support your customers and make network changes as seamless, efficient and effective as possible. From

small projects right up to complete transformation initiatives, we can help you get over the finishing line.

Did you know?

- Only 34% of organisations mostly or always complete projects on time.
- Only 36% of organisations mostly or always deliver the full benefits of their projects.
- 71% of organisations believe people will need more project management skills in future.



Benefits for you

- Help to win more and bigger projects.
- Happier customers and greater customer retention.

Benefits for your customers

- They get exactly the solutions they need.
- Our help leaves them free to focus on their business.
- Higher quality, reliable solutions designed by experts.
- Access to skills and resources, leading to greater value for money.

The core modules of Professional Services

Professional Services has five main modules, underpinned by our comprehensive project management capabilities. Our experts have certifications in Prince 2, Project Management Professional (PMP) and Managing Successful Programmes (MSP). You can choose one or more of our modules to help you win more business.

1

Survey and portfolio analysis

Our experts will carry out remote and on-site surveys of your customer's systems. They use this process to record and understand what's happening on each circuit, so they can identify replacement solutions that meet the requirements of you and your customers.

2

Solution design

Our design consultants have extensive experience of working on projects of all sizes. If you need to provide solutions for a very large and complex network, we have the knowledge and resources needed to provide a bespoke design service.

3

Service set-up

Managing the installation of new equipment and circuits often requires specialist knowledge. Our experts will ensure the right solutions are installed and integrated into your customer's systems in the most efficient and cost-effective way.

4

Service migration

To complete the changeover to a new system or network, we'll develop a comprehensive migration plan. This will ensure that once everything is designed, installed and integrated, you can gain the maximum value from your new solution.

5

Managed decommissioning

Any transition will involve the removal of legacy equipment. This process needs to comply with regulations such as GDPR and WEEE. We can help with every aspect, including the recycling, refurbishment and reuse of your assets.





Why choose us?

- We have the largest and most reliable network in the UK, with 99.999% availability and more than 99% coverage.
- Our network is also the most resilient. It's purpose built and engineered to never go above 50% utilisation.
- We invest £3.7bn in our network every year and spend more on R&D than any other UK network.
- We have 2,900 engineers across the UK, who can access your customers wherever they are. They have a wide range of skills and qualifications, including experience of working on sites that require security clearance or where an electric-trained engineer is needed.

Offices Worldwide

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Complementary products and services

All-IP products - A range of replacement solutions for legacy products.

Colocation Services - Housing servers securely in a nearby exchange.

Managed Install - Quick, low-cost installation of circuits and equipment.

Managed Order Desk - Expert management of connectivity and equipment orders.

Managed Wayleave - Dealing with legal issues when items cross someone's land.

Wholesale Hosted Communications - Digital voice solutions with flexible packages and easy ordering.

Find out more about how we can boost the services you offer to your customers. Get in touch with us now or speak to your account manager.

Call: **0800 671 045**

Email: clientreception@bt.com

Visit: btwholesale.com/ip-transformation

