



BCM 50 from BT

Big business performance
in a small business package



Advanced, expandable, affordable

Customer expectations are changing. More and more people want different ways to communicate with you: by phone of course, but also email, and fax. One lost call, one message ignored, and a customer could be gone for ever. Worse still, he might spread the word.

Technology is changing too, opening new possibilities, new and better ways of getting work done, and new ways for your staff to manage their business relationships. With the launch of BCM 50 from BT that technology is now easily within reach.



BCM 50 is an advanced and powerful, affordable communication system which will grow with your business.

Communication system?

That's right. BCM 50 has all the features you'd expect of a telephone system (you can transfer calls, re-route them, use short codes for common numbers and so on) but that's only the beginning. BCM 50 is part of BT's Business Communication Manager series, and shares the features of this advanced range, including:

- sophisticated call handling and routing (through Voice Mail and Auto Attendant)
- advanced productivity tools, such as Unified Messaging
- integrated voice and data networking
- optional modules and full interoperability with other BCM series equipment (so if your needs grow beyond the 44 extensions supported by BCM 50, you can expand while preserving the value of your investment by re-using your digital telephones and system media bay modules)
- full IP capabilities for converged voice/data applications, streamlining your network hardware requirements and simplifying management.

Big business performance in a small business package

BCM 50 from BT brings the kind of operational benefits previously reserved for large scale organisations to any business. Sophisticated call and message management can help customer (or supplier) contacts work more efficiently: calls can be routed quickly to the people who can best help, while flexible voice mail ensures that calls are not lost. Using these tools you can ensure you manage skilled (and costly) resources more effectively while improving customer service. Through its data capabilities and IP integration BCM 50 can open new possibilities for the way your business works and the services you can offer. As your business grows or your needs change you can add new features or upgrade capacity without losing the value of your initial investment.



A complete system

BCM 50 provides a complete communication system for offices with up to 44 phone extensions.

Even in its standard form it offers sophisticated features like Voicemail and Auto-Attendant. Simple upgrades will unlock its advanced features when you need them without requiring extra hardware. BCM 50 can handle the most demanding voice and data networking needs of small offices now and into the future.

Extending their value still further, all BCM 50 systems are supplied with two top of the range T7316E terminals.

IP migration

A planned migration to converged voice and data services (using Voice over Internet Protocol or VoIP technology) can in the longer term lower operating costs, by streamlining infrastructure and the associated management tasks. It could also lower overall call costs (since VoIP calls within the business' own network will be free).

BT packages

BCM 50 from BT comes in three specially tailored packages.

Voice

Available in three configurations (for 12, 20 and 28 extensions) the BCM 50 Voice Package is designed for businesses looking primarily for a highly featured telephone system. Standard features include Voicemail on all extensions and Auto Attendant. Voicemail gives your staff powerful control over how they receive and manage voice messages when they cannot answer a call. Auto Attendant offers flexible routing (with callers greeted and guided by recorded messages) to direct calls to the extensions where they can best be handled. Even these basic capabilities can transform the way an office manages call traffic, helping to improve the customer experience and resource deployment.

The voice packages provide the full range of connectivity options (analogue, ISDN2 and ISDN30), and include all the standard features of the BCM system. The wide range of ancillary equipment means you can add features like music on hold, call recording or an office intercom/paging capability.

Unified Messaging

The Unified Messaging package enables your team to handle calls and customer enquires from their PCs using Microsoft Outlook or Lotus Notes. They can increase their productivity by using one single point of access with the ability to read all messages (email, phone, fax) and prioritise actions as well as sharing and archiving important information. Unified messaging makes life easier for you and your customers.

Call Queuing

The Call Queuing package brings much of the sophisticated call queuing and distribution features of a dedicated call centre to any business, supporting up to ten agents and two "skill sets" (eg sales or service). It means you can line up incoming calls and distribute them evenly among available staff, reducing the risk of losing those calls.

Maintenance options

BCM 50 is covered by a one year on-site warranty. Our maintenance options are designed to give you the service levels that match your operational needs.

Total Care – 24 hours a day, all year, with a response time within 4 hours.

Prompt Care – 8am to 5pm, Monday to Saturday (except public and bank holidays), with a target response time within 4 hours.

Standard Care – 8am to 5pm, Monday to Friday (except public and bank holidays), with a target response before the end of the next working day.

Features at a glance

- Typically suitable for offices with 8-30 users
- Suitable as a standalone system or for networked branch offices
- Full compatibility with digital lines and handsets, including ISDN-2 (BRI) and ISDN-30 (PRI) lines
- Analogue terminal adapter available for connecting a fax machine or cordless phone to your system
- Optional integrated router (available on 12 extension package)
 - ADSL connectivity (using existing line where appropriate),
 - 5 IPsec VPN tunnels for secure connection with remote users across the internet
 - integrated firewall to protect your system from internet-borne attacks
- Integrated applications
 - Voicemail, Auto Attendant / Custom Call Routing
- Optional applications
 - Unified Messaging (including fax), Call Queuing, Music on Hold, Voice Recording, TAPI/LAN CTE
- Simple system management from any connected PC, using a standard browser window

BCM 50 is complemented by a wide range of handsets and accessories. See the BCM range brochure and datasheets for full information.



Offices worldwide

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