



BT Hosted IP Telephony

Voice

The digital networked economy is now a reality: you can work more efficiently and productively than ever before.

BT is leading customers along a straightforward, flexible path to converged communications with unrivalled, fully hosted IPT (Internet Protocol Telephony).

Running voice, video and data over BT's world leading hosted IPT platform can deliver all the benefits of convergence without investment in an IP PBX (Private Branch Exchange).

Service Description

The BT hosted IPT suite of products includes:

VoIP Port

Leverage past investment in your existing telephony infrastructure by connecting your enterprise PBXs – both IP and TDM – via your own IP infrastructure to our hosted IPT platform.

Multimedia VoIP

Run voice and multimedia services over your IP infrastructure without making the investment in an IP PBX.

Hosted IP Contact Centre

Manage your call centres as a seamless single entity using BT's Hosted IP Contact Centre service.

Key Benefits

• A migration path to suit your needs

BT can offer a phased IP migration. Customers can continue to take advantage of their existing TDM PBX investments in one site, while moving to fully hosted IP phones in other locations.

• Maximise value and simplicity with a single network

By combining voice and data over a single network infrastructure, you can simplify network management, cut administration overheads and increase functionality.

• Cost Management

Zero charge for on-net calls and competitive voice rates for off-net calls are some of the cost benefits that BT's IPT services can deliver. Per site call detail and accurate forecast billing also enable more efficient budgeting.

• Efficient call management

BT's Hosted IPT Contact Centre solution can reduce agents waiting time, whilst fewer staff need focus on call centre management.

• Enhance business efficiency

Location is no longer as important as having the right tools to communicate. With a reliable and secure VoIP and multimedia solution from BT, you can work collaboratively in real time and from anywhere in the world.

Benefits at a glance

- A migration path to suit your needs
- Maximise value and simplicity with a single network
- Cost management
- Efficient call management
- Enhance business efficiency

Key Features

• Outstanding security

BT has one of the strongest security offerings on the market, through our professional services, world-class management and monitoring capabilities, and strategic partnerships with hardware and software security companies. These measures provide defence against attack from hacking and eavesdropping.

• Hosted call server

- Access to a centrally hosted network call server maintained by BT, eliminating the need to buy your own IP PBX
- If you have already invested in a traditional PBX, you can connect to our IPT platform for full WAN convergence
- All switching equipment is hosted at geographically distinct BT points of presence (PoPs), ensuring that resilience is provided as standard
- Calls are routed over the client's data infrastructure, removing the need for a separate voice infrastructure.

• On-net calling (VoIP to VoIP)

On-net calls to other BT VoIP users are free, dramatically reducing your voice call bill. Forced on-net is also available as part of the service.

• Off-net calling (VoIP to PSTN)

PSTN access is provided within BT's core network, with no need for additional gateways or PSTN lines. Calls to the global PSTN are priced at competitive rates.

• BT Hosted IPT application domain

This central infrastructure is maintained by BT and provides:

- Dialling plan address translation (private and public routing tables)
- Managed public Call Servers for VoIP call routing and feature provision
- Management networks for monitoring and performance measurement
- Distributed gateways to the PSTN for high availability
- Billing infrastructure for one off, recurring and off-net (public call) usage charging.

• Hosted IP Contact Centre (IPCC)

Managed by BT, this solution comprises:

- Intelligent call routing, call routing control and a Management Information System (MIS)
- Network call queuing, first tier call steering, network messages and digit collection
- PSTN to VoIP conversion, dial plan registration, front office call control and monitoring, back office phone pass through, music on hold and conferencing.

• Fully managed, round the clock customer support

All network hardware and software is constantly monitored and maintained and our expert support team is on hand.

Specifications

To take advantage of BT's IP Telephony services, your organisation's data infrastructure must convey voice calls to an acceptable standard. Contact your account manager to see how BT can help ensure your network meets the required specification.

Why BT?

BT is a company unmatched in the depth and breadth of its services and expertise, with two decades of world-class experience serving the needs of a variety of global customers.

We have a history of success in the field of secure, reliable convergence for small and large enterprises worldwide, delivering potential telephony cost savings.

Our phased approach to IP migration ensures that customers can take advantage of their existing TDM PBX investments in one location, while moving to fully hosted IP phones in others.

To learn more on the digital networked economy vision and how BT is leading the way to convergence, visit www.bt.com/globalservices or contact your BT account manager today.



Offices worldwide

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