

Keep talking whilst reducing costs with BT Mover Service

Any programme of change which involves moving people can deliver significant cost benefits as well as risk. Our service lets you keep your numbers, helping minimise disruption to public services.

With the prospect of post election spending cuts, the pressure on public authorities to adopt shared services and rationalise office space, is set to mount. More staff will be encouraged to collaborate across departments and they will be required to alter working practices, share desk space and work more flexibly. Whilst such change programmes may deliver significant cost savings it is the disruption to public services which can present one of the biggest obstacles to success.

Retain excellent public services

With the BT business mover service we are able to minimise disruption to public services by delivering calls made to your existing numbers to staff at a new location no matter where that is. This can deliver significant benefits if you are, for example, co-locating contact centres or staff moving to lower cost premises. The public can reach the same but more cost effective service without you having to publish new numbers. The investment you have made in getting the number out there in directories and stored in people's phones is retained.

De-risk the moving process

There is always the chance that any moving process will not go as smoothly as planned. If there is a delay in the move or you hit a snag that stops staff using their new premises for a time, we can easily re-route your calls to a different location or to your people at home. This helps minimise any disruption to calls from the public, before during and after the move.

Supporting flexible working/hotdesking

Sharing desk space and working from alternative locations, is an increasingly trend as public sector property is reduced. BT business mover service is hosted and independent of local infrastructure. Staff can easily route calls to their number from wherever they are based through any device.

Business continuity & resilience, built-in

With the Civil Contingencies Act 2004 and the Code of Practice for Business Continuity Management BS25999, the need for public authorities to provide voice continuity in the event of business disruption is now a matter of compliance.

The service has business continuity built-in. If in the future you are denied access to your usual place of work, the BT Business Mover Service will enable your staff to operate from any location, even on their mobile phones or at home, and have all their important calls reach them.



Benefits and features at a glance

Reduce costs

- Maintain the investment you have made in publicising numbers to the public
- Avoid costs of reprinting, advertising new numbers and informing the public or suppliers of new numbers to dial
- Zero cost or low cost of call routing to new offices
- Business-class voicemail and fax-to-email at no cost eliminates the need to purchase these items separately.

Retain service levels

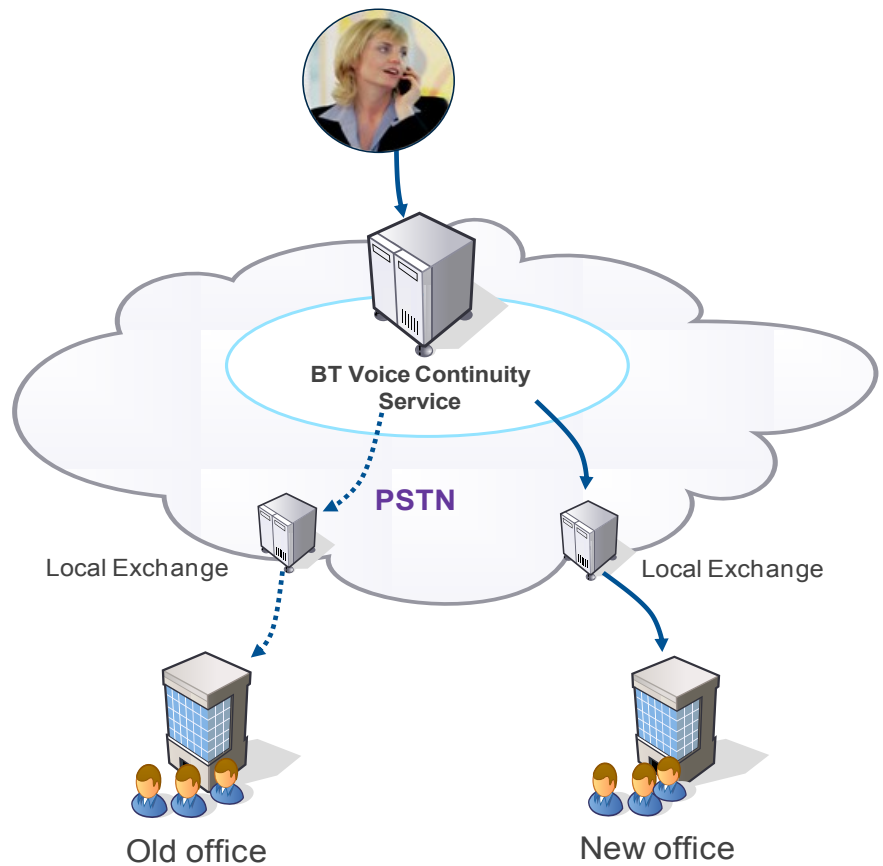
- Protect your existing telephone numbers and ensure calls to these numbers are delivered to wherever your staff are working
- Can support high-volume 'main numbers' or large blocks of DDI's.

Management information

- Optional detailed monthly reports showing call-volumes and call-handling information
- Automatically emailed as PDF files

Business continuity built-in

- Supports up to 5 alternate delivery locations for all calls including home, mobile and recovery sites
- Specific call plans can be invoked to bulk change call routing on a DDI basis
- Where appropriate, individuals can pull calls to their current location wherever they may be working



Offices worldwide

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