

The heart of business

You are at the centre of your business. BT can help you stay in touch with customers and your team, no matter where you are

Whatever your line of business, it's vital that you stay in touch. New and existing customers need to know how they can reach you – and good communication within your team is essential if you want to make the most of those opportunities. But as your business grows, staying in touch becomes more difficult. New branches may be located far apart, making it harder for team members to liaise with one

another. And as your customer base broadens, your people will spend even more time out in the field. They require tools that let them access the information they need to work productively, wherever they are. And you need to ensure those tools are cost-effective. Innovative solutions from BT Business can give you both – helping you to take your business wherever you want it to go.

YOUR INFORMATION

Sharing information isn't easy. Emailing documents can be a recipe for disaster, duplicating data and swamping recipients' inboxes. And with so many versions of a file flying about, it's all too easy to waste time working on the wrong one. You can avoid that confusion with **BT Workspace**¹. Whether your staff are working from home or out on the road, BT Workspace lets them access contacts and other information securely using a standard web browser from anywhere with an internet connection. As well as having individual Workspaces, team members can interact at a company-wide Workspace with features such as a discussion forum. Workspaces can also be shared with partners and clients, providing an easy way to keep them up to date too.

YOU



YOUR EMPLOYEES

Mobile phones are a vital tool to stay in touch – but charges can add up. **BT Fusion**² handsets look and work like a normal mobile, but give you the added advantage of making calls at landline rates when you're in the office. Calls of up to an hour made within range of a BT Fusion hub or at BT Openzone wireless hotspots are capped at 10p to landlines, and 25p to other UK mobiles. Your staff can also take internet access with them using **BT Datazone**. A laptop card provides internet access using Wi-Fi, GPRS or 3G depending on the location – so they'll be using a cost-effective method of getting full connectivity back to the office. Price plans start at just £10 per month including 500 BT Openzone minutes per month³.

YOUR CUSTOMERS

The internet has brought about a massive rise in the amount of information available to businesses and consumers – so how can you make sure you don't get lost in the crowd? BT Business can help you build and manage your website with its **Web hosting** packages, but there's also a new way to get in touch with customers and other local businesses – **BT Tradespace** (bttradespace.com). It's a networking website for businesses, letting customers and suppliers talk as part of an online community. In minutes, you can create a profile for your business, complete with contact details, a link to your website and even a blog so you can keep customers updated with the latest news and views from your business.

Cut your downtime

To stay in touch, you need to know you won't suffer breaks in service. BT Business gets things fixed as fast as possible – and while we're working on it, we'll help ensure you don't miss calls. All BT Business customers get the **BT Assurance** support service at no extra cost. BT Assurance gives you 24/7 fault reporting using a Freephone number or enhanced help and support tools with online fault reporting at bt.com/business/faults. You get a single point of contact for repair issues on BT Business landlines, mobiles and broadband. If a fault can't be fixed remotely, and an engineer is needed, we aim to solve the problem the next working day (Monday to Friday). Calls to a faulty line can be diverted to an alternative number⁴.

With **BT Assurance Plus** you get a single point of contact, unique number for fault reporting, and access to a skilled team of people who will take ownership of the problem until it's solved. You also get call forwarding and next-day replacement of faulty BT Mobile or Fusion handsets reported by 5pm – including Saturday delivery. BT Assurance Plus is available at no extra charge to users of **BT One Plan** and **BT Business Plan** (except Lite), and to all other customers for £9 per quarter per line.

i To find out more about how BT can help you keep in touch, talk to your BT Local Business team on 0800 731 3343 or go to bt.com/sb

1. Minimum computer specification required. Minimum two users per account. Conditions apply. 2. Subject to status. BT Business Broadband required. 24 month minimum term. Payment by Direct Debit. Conditions apply. Capped calls means anytime any network calls to UK landlines starting 01 or 02 (excluding calls to the Channel Islands) and UK mobile numbers starting 07 (whilst the caller and recipient are both in the UK) only. Applies to calls within range of the BT Hub (range up to 25 metres in ideal conditions). Pence per minute rates apply after 60 minutes. Fair Use Policy and conditions apply. 3. Price quoted is for 24 month contract. Additional minutes used on the

BT Openzone network will be charged at 10p per minute (ex VAT) for unlimited additional minutes, capped at £60 per month (ex VAT). 3G/GPRS usage will be charged at 85p per Mb (ex VAT). International roaming usage is excluded from inclusive allowances and will be charged at standard roaming rates. 4. Subject to the customer having a suitable number to divert to. Mobile office solutions will be provided subject to availability and at BT's discretion.