

WELCOME

Find out how your BT Local Business team can help you through the maze of information technology.

PEACE OF MIND

How two great services from BT could help you to simplify your communications and possibly save you money too.

FLEXIBLE WORKING

Services like BlackBerry, BT Datazone and BT Fusion can all help to boost your employees' productivity and motivation.

GET MORE FROM BROADBAND

Five ways to make the most of your broadband connection, from protecting your data to easy PC support.

VOICE MATTERS

With BT's help, you can get more out of the phone. Here are three ways you can make the most from calls and lines.

Vocal power

Lost in a maze of call costs? Here's how one BT customer took control of its communications

When a business starts to grow, it often finds the ways of working it used in the past make things more complex in the present. Founded in 1992 from a single location, **Budget Retail**, one of the country's largest personal insurance intermediaries, faced exactly this kind of situation.

With stores now country-wide and a large portfolio of products, the company found it had no effective way to track incoming or outgoing calls, or analyse data from phones or

lines. Acquisitions made along the way meant there was a range of equipment, some of which was incompatible with other systems it was using. The set-up was, in short, out of control.

In 2005, the company asked BT if it could provide call tracking and cost analysis data. BT proposed an integrated service, combining **BT Business Plan with BT OneBill Plus** and **BT Billing Analyst** for analysing all traffic information.

Over the following year, Budget Retail made significant savings. According to Richard Green, senior manager of property and contracts, "BT enabled us to take control." It was able to identify phone misuse by staff, and was also able to cancel a number of lines which were not being used. As Richard Green puts it, "BT is simply helping us to manage our business better."

Stay in touch with BT Conferencing

With **BT Conferencing**, the meeting comes to you. Whether you need to speak with two people or 40, **BT MeetMe** provides you with your own private virtual meeting room to make announcements and share information, wherever you are. All you need is a phone, and there's no need to pre-book.

You can also add a visual element to your meeting calls with web conferencing, which lets you share and amend your documents and any presentations online. If the face-to-face aspect is important, but you want to avoid costs and travel time, video conferencing gives you the benefits of a face-to-face meeting without physically being there.

BT OneBill Plus lets you consolidate your BT bills into a single invoice, with only one bill to pay. You decide how your bill will be broken down, when you receive it – and even when your Direct Debit is taken. OneBill Plus is available at no extra charge for eligible customers. **BT Billing Analyst** helps you turn your billing data into a powerful insight into your telecoms use. It lets you pinpoint ways to save money and increase efficiency by reviewing its easy-to-read reports. Reports can easily be tailored to suit your needs – for example, by breaking them down by site. And BT Billing Analyst is available to all BT OneBill Plus customers at no extra charge.

i Take control of your voice calls. Talk to your BT Local Business team on 0800 282 282 or go to bt.com/simplybusiness