

BtL IT and Telecom Voice & Data Audit



"We initially chose BtL to take advantage of simple cost savings on calls, but the services have broadened over the years and now BtL are an important extension of the IT team."

IT Director

Blackwell's Bookshop

Voice and Data Audit

This guide will show you how a simple audit can deliver average savings of 25% on you IT and Telecoms costs.

BtL's voice and data audit provides businesses with a central view of their telecommunications setup by collating performance levels against costs. This saves on average 25% off your businesses IT and Telecoms bills. BtL also help to ensure that your organisation's communication setup is:

- Optimised for efficiency
- Cost effective
- Resilient
- Supported by a team of fully trained staff



The commercial reliance a business has on its IT and communications setup is increasing exponentially. Failure to maintain and monitor the performance and costs of such setups can cause an impact on various areas of any business and yet certain key aspects are simply ignored even though the cost is minimal.

The BtL IT and Communication Audit provides organisations with a solution to help balance performance and costs in order to achieve maximum efficiency.

How we conduct your voice and data audit

BtL's Voice and Data Audit will puts the client in full control of all the facts and will ensure the telecommunications setup is operating at its maximum potential and at the lowest possible cost.

The audit can be as simple as evaluating recent billing information to provide comparative costs against the current supplier. This can be expanded to a full analysis with site meetings to identify areas of rationalisation for further cost savings or aspects that would benefits from technical enhancements. A consultant would also investigate the viability of our BtL Solo service which provides communications at a fixed price per month per user.

As well as looking to reduce costs BtL will build a complete profile of the telecommunications complete with bespoke rate cards, a range of disaster recovery levels and customisable billing setups. We can deliver comprehensive reports and set of recommendations on the overall efficiency and future requirements.

Armed with such knowledge, you can make dramatic reductions in future investments, optimise your existing setup and accurately predict your investment curve for 2011.

"BtL's consultative approach has provided Hydrogen with a detailed knowledge of a wide range of products and services. This has provided Hydrogen with an advanced, cost effective ICT infrastructure."

**IT Director
Hydrogen Group**

Features

- Provides a central view of an organisations telecommunication setup by collating performance levels against costs
- Provides justification of future telecommunications investment
- Reclaims costs by identifying cost efficient billing and financing options
- Increases the communication flow between internal employees and customers by recommending new products and processes

Service Areas

Voice Services

With the advent of VOIP and alternative carriers to BT the choice for voice services has never been greater. BtL can assess how you currently communicate externally and internally using voice services and can advise on cost savings, business continuity, VOIP, productivity issues , fixed to mobile convergence and unified messaging.

By looking at what you are trying to achieve not just what you currently do you will be surprised how you can reduce costs and increase functionality. We also look at the billing information you get from your suppliers and how faults are managed across the services and whether that helps or hinders how you make decisions.

Call Centre Services

Many of the issues identified for voice services equally apply to call centres; we would argue that business continuity and productivity are even more important. Plus we would assess whether progressive or predictive diallers can be of use; how call recording improves training, reduces legal threats and even reduces non business related calls.

WAN, Internet, and Security

By closely understanding what data usage your business has over the internet and then WAN if applicable, what hosting services are in place and how secure your organisations Firewalls are we can build a picture and assess the options that are available to improve performance, security, remote working, mobile access and enhancing convergence. In many cases depending on tail access methods significant savings or speed enhancements can be achieved.

IT Services

With the growth in demand for hosted applications like email and Microsoft Office seemingly only on an upward trend. BtL can assess your current IT services and provide a SWOT so that you are able to decide from a commercial, functional and technical perspective the best way forward.

This report is designed as an overview and should give you the framework to start analysing your communications setup and how to identify costs that can be saved.

A case in point ...

The Client

A leading software manufacturer of financial software solutions to businesses on a Global basis.

Initial Solution

BtL analysed the billing data provided by and established that there were significant savings to be had by porting their existing 08xx numbers to **BtL**. Instead of paying for some of the services, they would receive a rebate and reduced number rental with a saving of 120%. Outbound savings were a little more modest at 23%. However the overall saving was an **impressive 84%**!

Later...

The client decided that in order to improve profitability whilst maintaining service levels that it would outsource as it had done in Canada some of its 1st line technical support to a specialist outsourcer in India. However they hadn't budgeted for the telephony integration between the two sites.

Solution

BtL implemented a network IVR solution that saved changing the phone system and connecting the sites by expensive leased lines. The solution has been successfully delivering the goods for 4 years now.

If your current service providers are only suppliers not partners or don't really have the skills to assess the issues discussed in this report, why not take advantage of **BtL's free service?**

If you would like to find out more about our voice and data audit please contact Emma Salomon on 0800 011 4088 or email emma.salomon@bticom.com