



# BT Global Infrastructure Services CPE

**BT Customer Premises Equipment (CPE) services help multinational organisations simplify the sourcing, delivery and maintenance of the essential voice, data and converged IP infrastructure required to do business in today's digital networked economy. With BT as your CPE partner you can achieve new levels of consistency, cost efficiency and control, even for the most complex global CPE requirements.**

## Service description

BT provides a wide range of competitively-priced CPE and related services on a bespoke or volume basis. We can help you identify, install and maintain the right CPE solution for your multinational business, whether you need to roll out next-generation converged applications, or simply reduce the cost and complexity of your global voice and data infrastructure.

Our CPE portfolio includes a full range of hardware from leading vendors. We offer a range of support levels so that your service experience can be tailored to the needs of your business.

BT CPE services are available standalone to support your LAN environment. They can also be combined with BT connectivity services, providing a simple way to source your entire global network infrastructure from BT.

## Key benefits

The key benefits of BT CPE services include:

### Single global contract

With BT you can take advantage of a single global contract for ordering, delivery, installation and maintenance of all voice and data CPE. Where applicable this can include consistent terms and conditions, consistent service standards, consistent global pricing, and dedicated helpdesks for ordering and service. Service contracts can also be provided per country or on a regional basis if you prefer.

### Unrivalled service capabilities

Together with our installation and maintenance partners we can provide country, regional or global service level agreements, which offer four service level options available across the world. Our multilingual helpdesk gives you a single point-of-contact with technical advisors who liaise directly with you, and provide end-to-end management of any issues you may encounter.

### Cost control

Working with BT can significantly improve cost control for a complex global IP infrastructure by consolidating disparate CPE contracts. Through our global partners, we can also offer upgrade packages to help with initial investment in IP equipment; trade-in programmes to protect current balance sheet assets; and financial models that give guaranteed future values for existing investments.

## Key benefits (continued)

### Financial flexibility

BT's modular approach to purchasing and billing gives you real flexibility when accounting for capital expenditure – for example, in your main headquarters, regional headquarters, or in the country of delivery.

### Realise the benefits of IP

With an IP platform from leading vendors, installed and maintained by BT, you can benefit from easier deployment of new business services over the long term. Once a centrally-controlled infrastructure is in place, additional services can be added and rolled out on a global basis, often at minimal cost through software reprogramming.

#### Benefits at a glance

- Single global contract
- Unrivalled service capabilities
- Cost control
- Financial flexibility
- Realise the benefits of IP

## Why BT?

BT is a world leader in the design, delivery and management of infrastructure services for large enterprises, from Local Area Networks to Wide Area Networks and emerging technologies such as IP telephony and Voice over IP. Our CPE services are recognised by customers and vendors alike as playing a crucial role in helping organisations establish the right infrastructure for success in today's connected, convergent world – the digital networked economy.

BT provides networked IT services to some 10,000 multi-site organisations worldwide, including 60 per cent of Fortune 500 and 80 per cent of the FTSE100 companies. BT is also an accredited Gold Partner of Cisco Systems and Nortel Networks, and an accredited Platinum Partner of Avaya. These global accreditations affirm our expertise in IP technology, implementation, management and support.

Our long-term experience of networked IT, and the strong relationships we have with key vendors, allow us to provide customers with invaluable insight into the equipment and services best suited to their needs.

**For more information, contact your account manager or visit [www.bt.com/globalservices](http://www.bt.com/globalservices)**



### Offices worldwide

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