Flexible working

Let BT help you get the results you want
Why choose BT for flexible working?

Flexible working enables people to work anywhere, at any time – from home, when they’re out and about and from remote offices – with access to the same information, systems and applications as their deskbound colleagues.

In the digital networked economy, flexible working can and should deliver end-to-end process improvement and substantial cost savings, leading to the creation of a more agile, responsive, customer centric organisation. That’s the end game. However, there are many challenges to overcome along the way.

BT’s flexible working experience has been developed over more than ten years supporting a range of customers, as well as our own organisation, so you can be confident that we can help you get the results you want.

Solutions that work for you

BT has a range of solutions designed to ensure your employees can work effectively, wherever they are, as well as helping to realise significant savings from more productive use of office space. We provide specialist advice on your requirements in order to design and plan the working environments that work best for you.

BT can start at any point you find most helpful, from needs analysis, or if you already have clear requirements, outlining a cost-effective solution to meet your needs.

Bringing together the various elements of a flexible working programme can be a costly and complex undertaking in many organisations. Managing compliance with Health and Safety legislation, sourcing from different suppliers, supporting your flexible workers and managing change means the real cost of ownership could be higher than you think.

This is why BT provides a single source of responsibility and accountability with our fully managed services, which can be integrated to deliver a true and total flexible working environment. Or, if you prefer, we can just as easily assist with your in-house initiatives.

So whether you have the expertise, resource and time to manage all elements of your own flexible working initiatives from within your organisation, or you prefer not to have to worry about one or more aspects of the programme, BT can help.
Creating flexible working environments

As organisations move away from traditional office environments, BT Workstyle’s fully managed flexible working services can help you to implement and manage changing workstyles and work patterns.

Home Enabled Working is designed to satisfy the many needs of permanent and occasional home based workers, along with more mobile workstyles. Our Shared Working Environments help you to make better use of space within existing buildings; while our Property Build and Management options can deliver new builds, organisation wide space saving, the automation of building services and ongoing facilities management.

Home Enabled Working

Our Home Enabled Working service satisfies every need, from the management of Health and Safety certification through to ongoing user support on all aspects of home and mobile working. The service is provided through a dedicated web-based application that mirrors the look and feel of your intranet. This allows users to find out exactly what’s involved in flexible working, and order whatever they need for their home office. We even provide advice and support for line managers on how best to manage geographically dispersed teams.

Tracking the progress of orders and reporting line and equipment faults can all be done online, or via email or phone. Whatever the need or issue, your people can be confident of obtaining a fast and knowledgeable response, or a maintenance visit from a specialist when problems cannot be resolved remotely.

As your remote workforce grows in size, BT can help relieve you of the administrative burden of managing the increasing complexity of user authorisations, while providing everything your employees require to work effectively from home and on the move.

Shared Working Environments

When you allow people to work flexibly in common areas through our Shared Working Environments, you can move from a one person, one desk set-up to a shared environment, enabling you to increase space utilisation within existing office buildings by up to 30%.

We employ a proven methodology to analyse the different workstyles within your organisation and help you arrive at the right desk sharing ratio. This will typically include touchdown areas and all day cafes for your home based and mobile workers, who will still need to use your office facilities from time to time.

And you won’t have to move people, equipment, desks and technology around to cope with departmental growth and shrinkage. Your people will be able to work from any desk, allowing you to manage such changes in a far more cost-effective manner.

Property Build and Management

Our corporate real estate experts will work closely with you to develop a property strategy that could potentially reduce the floor space requirements across your estate by between a quarter and a third, taking account of building design, plans and schedules.

The single most significant barrier to success with new builds is the inability to place equal emphasis on property, culture and technology. We will help you consider your requirements for all three, from planning to in-life management.

We can also apply technology to accomplish what few building management systems can do. We can help to make your buildings more sustainable, easier to manage and reduce the cost of running them. For example, we can use your existing Local Area Network (LAN) infrastructure to automate the management of security, central heating, air conditioning, lighting, lift operating systems and so on, via a single management terminal. And our facilities management service can include everything from essential services and their maintenance, to catering, cleaning and the provisioning of on-site security personnel.

To find out more about how we can help you get the results you want from flexible working, please contact your BT Account Manager.
The right tools for your flexible workers

BT provides a range of services to help enable your workforce to access your network securely from any location, management control to help reduce administration, and tools to help ensure you can protect the information your users hold on their devices.

We can also help your employees to stay in touch in a number of ways, enabling them to work collaboratively from virtually anywhere, even when they’re in different time zones.

Accessing your corporate network

Your flexible workers need to be able to log onto email and your intranet in a secure manner – from home, a hotel, airport lounge, car park, remote office or another country.

We can provide access to your network through ‘always on’ fixed broadband connections from home and dial-up links from 160 countries. We also offer a range of mobile access options for employees on the move; including more than 20,000 WiFi hotspots in the UK and abroad.

Our remote access services could enable you to manage the tools used by your flexible workforce much more cost effectively, particularly as that workforce grows in size. We can provide centralised administration through a management portal, enabling you to add and delete services when new people join and others leave, while maintaining control over fault management and resolution.

BT can also provide a full range of security solutions, including strong user authentication and data encryption. Alternatively, we can work within your existing security policies.

Protecting locally held information

If information held on PCs or laptops is lost – either due to software or hardware failures or as a result of accidental loss or theft – your users can easily and quickly retrieve it through our online PC backup service.

This is an automated solution that works in the background, replicating essential files as often as required and securely storing them at a remote data centre, until such time as they need to be restored.

Staying in touch

We can make it easier for customers and colleagues to get in touch with your flexible workforce, by replacing several different numbers with a single number for their phone calls, voicemails and message alerts. We can also provide virtual business addresses for postal items and Blackberry handheld devices for ‘always on’ emailing on the move.

Working collaboratively

Enabling effective communication and collaboration can reduce travel expenses, and your employees will have to spend less valuable time travelling to and from meetings.

Our audio and web assisted conferencing services can enable your flexible workers to work collaboratively in real time, using nothing more complicated than their desk or mobile phone for audio conferencing, plus an internet connection for web conferencing. These services are highly practical when you need to arrange meetings at short notice, as there’s no need to pre book.

BT can additionally bring a variety of communication and collaboration tools together through a single interface and enable you to see someone’s availability through presence information, which is ideal for virtual team working.

Our credentials

BT has helped organisations as diverse as the Ministry of Defence, Accenture and NHS 24 with flexible working initiatives; ranging from building procurement, design and outfitting, to implementing technology solutions and managing entire home worker programmes.

With 63,000 flexible workers of our own, over 10,000 of whom are contractually employed to work from home, we have implemented one of the largest and most successful flexible working programmes in Europe.

You can rest assured that our expert advice and support covers the full range of possibilities to help your organisation to work more flexibly and provide the working environments that fit your needs.