Seize the opportunity

Converging IT and Communications
Capitalising on the combined strengths of BT’s network infrastructure with HP’s global reach in IT, BT and HP are uniquely qualified and committed to address the convergence challenge head-on, by creating combined IT and Network solutions in a seamless, end-to-end service.

The synergy created from these two leading and trusted brands brings innovative, differentiated services for everyone, from the consumer to the largest multinational corporations through a single interface.

Uniquely BT and HP are investing in a new combined global infrastructure - Integrated Services Architecture, which will create efficiencies of scale and innovation, enable improved service delivery, and access to the latest technology in a risk free way, measured in terms of the success of your business.

Survival and success in business is more than the latest technology. It’s about transforming investment in technology into competitive advantage - about simple and complete service propositions - about adding value to your business process and offering flexible commercial models.

The continuing convergence of the IT and Communications sectors creates both a challenge and an opportunity for organisations. This convergence is set to revolutionise business models and create greater efficiencies and responsiveness in the way business is done.
For business leaders who are committed to dramatic change in their organisations, the BT and HP Strategic Outsourcing approach takes cost and risk out of the infrastructure and delivers transformation to an agile business model. Whilst BT and HP’s creative commercial propositions such as Utility Services and pricing models liberate you to manage your core business.

With the ability to flex with the changing requirements and demands of the business, BT and HP are developing key propositions with their clients, underpinned by the Integrated Services Architecture. Our innovative technical and commercial propositions will provide the simplicity, security and manageability in unequalled end to end solutions.

Building upon the services and the same standard of excellence achieved in each other’s organisations, BT and HP have developed Unified Workplace, one of several propositions. It encompasses best-in-class desktop, voice, network and back-end services, providing scalable and adaptive IT resources based on a Utility pricing model.

For CIOs faced with constantly changing end user demands, whilst trying to maintain control on costs, the Unified Workplace offering delivers a converged service with flexible provisioning and predictable costs.

Unified Workplace is delivered on an Integrated Services Architecture from two industry giants who are shaping the convergence of communications and IT for the Adapted Enterprise and Digital Networked Economy.

For more information on how your business can take advantage of the convergence in IT and communications, contact BT on 00 800 8000 2000 and HP on +44 791 700 1046 now.
By outsourcing desktop management to HP, we believed that we could improve our processes and thus enhance levels of service while cutting costs at the same time.

Karen Heal, head of integration BT Exact

In the first few months of HP operation, BT’s external help desk performance has improved from 80% to 90% in terms of number of faults cleared at the first point of contact.

By choosing BT as our voice and data network and call centre outsourcing partner, we are guaranteed a high quality, cost contained service that meets and exceeds our service level needs.

Chris Smith, alliance delivery director HP

In the six months BT has had responsibility for managing HP’s ICT support, customer satisfaction has reached record levels with over 87% of HP internal customers stating the service is good or excellent.

Committed to a deep partner relationship and practising what they preach, BT and HP have identified areas in each other’s business that could be better delivered by the other partner.