
BtL Solo FAQ

Q. Why are you stating what the cost per head is per user in your information?

A. Most companies have no idea what their average monthly cost per person is. We think it may be counterproductive to the evaluation process to state the headline costs when the current costs are not fully understood.

Q. Doesn't this mean that you are just trying to hide the cost as it actually doesn't save money?

A. BtL believes that in 99% of cases we will be able to demonstrate significant savings and benefits. The very fact that we insist on completing the simple but effective analysis demonstrated that we want to deal with facts and provide a concrete business case free from doubt for you to base a decision on and not mislead you.

Q. What services does BtL Solo include?

A. BtL Solo can include pretty much everything you would imagine it should. The biggest factor in deciding whether a service is included or not, will be your preference and current contractual commitments. Our objective is to provide a fixed cost for as many services as possible including fixed line voice, mobile, internet, Office 365, SMS services, conferencing, PABX and VoIP systems, security, WAN, hosting, disaster recovery and maintenance for all the listed services.

Q. Isn't BtL Solo another name for IT outsourcing?

A. No a standard BtL Solo will not include the transfer of staff or existing assets. That is not necessary for us to provide solo but it is an option.

Q. How do we know you can provide what you are offering?

A. All the services offered are being delivered to our customers right now. BtL Solo merely present the commercial arrangement differently and establishes a trusting partnership up front to jointly migrate service to BtL to reap the commercial and functional benefits.

Q. How can you afford to offer services like fixed line voice and mobile for a fixed charge when your rivals aren't?

A. Partly through innovative solution and by being pragmatic in that there will be swings and roundabouts.

Q. Will I receive multiple invoices?

A. No you will receive one invoice supported by detailed site reports.

Q. Will I have only one help desk to deal with?

A. Yes

Q. Do you have a portal to raise faults and submit orders?

A. Yes, BtL's support suite tracks all request from provisioning new service to faults. Plus we have portals for some of the services to allow self-administration if preferred.

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Q. Is there a minimum contract length?

A. Yes and it is subject to negotiation based on services taken on initially. That said the minimum would be one year.

Q. Our staff levels fluctuate on a quarterly basis, how will this effect costs?

A. BtL Solo is priced on a per user basis per month, this is not a problem. Our philosophy is we will take the rough with the smooth. We just require 30 days' notice for billing changes to take effect subject to a minimum contract charge.

Q. Can we add or remove services as we please?

A. The full BtL Solo is an inclusive package so generally this won't be relevant as the cost is driven by the type and number of users.

Q. Most of my users are in a factory and don't fit into your categories. How are they charged?

A. If they have no ICT requirement they are not charged. If they just need email using a shared machine the cost will be only for an email account (from £3.99/month) and a desktop.

Q. How quickly could you set up a new starter with all they need to work?

A. The standard SLA will be 5 days but clearly urgent forgotten appointment can be accommodated within 24 hours especially if hardware for the user is already on site.

Q. What about our MD, he spends £1,000 a week or more when he travels to Europe?

A, BtL's Solution will significantly reduce this by ensuring he is on the right mobile package and by using our unique BtL Mobile Interceptor software.

Q. Do you have reference customers for each of the services?

A. We have many customer testimonials covering all service please see our website for more details.

