

## BtL IT and Telecom Voice & Data Audit

### Voice and Data Audit

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 put 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 benefit from technical enhancements.

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 for the next few years.

*"We initially choose 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 Book Store**



### Voice Services

BtL can assess how you currently communicate externally and internally using voice services and can advise on fixed lines, cost savings, business continuity, VOIP, productivity issues, fixed to mobile convergence and unified messaging.

We provide a full range of voice services from fixed landlines, calls, hosted voice/VOIP, call logging/recording, phone systems, proactive line monitoring tools and Inbound NGN numbers like 01, 02, and 08.

### 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, IT Services and Security

By understanding what data usage your business has over the internet and then WAN if applicable, what hosting services are in place, 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.

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. We also enable proactive monitoring services on all our internet lines so we can predict and fix a fault before it happens.

### Mobile

Our mobile services range from standard contracts with Vodafone and o2, kit funds for handsets, and SMS messaging services for marketing and notification purposes. We provide extensive mobile options including customised billing for Vodafone and O2 primarily, where we are very competitive as a partner provider with up to 40% discounts to RRP available which we can share with our customers.

## 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?**

