

BT Enterprise Broadband portfolio

Support for high volume broadband connectivity



Tools to manage your broadband network

A decade ago, most organisations were just beginning to use broadband - mainly to support flexible working for home-based and mobile employees. Today, broadband is a core network technology, going beyond flexible working to deliver connectivity for small offices, temporary sites, retail units, remote monitoring, inventory management and much more. The low cost, high performance and almost 100% coverage of broadband make it the first choice for data networking.

But to get the most from broadband you need the right management structure - one that will allow you to manage your network flexibly, add and remove connections quickly, and give your IT team the tools for rapid and effective issue resolution.

Designed for organisations with a strategic approach to the management of a broadband estate, the BT Enterprise Broadband portfolio can help you roll out a broadband network that meets the requirements of your organisation flexibly, quickly, and always under your control.

BT Enterprise Broadband network services come in two variants. BT Enterprise Broadband is Internet-based and BT Enterprise Connect is a private network version.

BT Managed Broadband provides an optional wraparound set of enhanced management services for both products, and helps to customise the broadband service to your specific requirements.

BT Managed Broadband offers a range of services to help you to customise, deploy and manage BT Enterprise Broadband or BT Enterprise Connect networks.

BT Enterprise Broadband is ideal for high volume, centrally managed broadband Internet connections to support remote working, small sites and temporary locations.

BT Enterprise Connect provides low cost, flexible broadband connectivity directly into your corporate MPLS network, using private IP addressing that is isolated from the global Internet.

BT Enterprise Broadband

BT Enterprise Broadband lies at the heart of the BT Enterprise Broadband portfolio.

BT Enterprise Broadband provides you with the tools to manage a network of low-cost broadband Internet connections for home workers, small branches or temporary locations such as construction sites. It offers a choice of broadband Internet connectivity, including fibre access, together with an optional wireless router.

Since end users are connected directly to the global Internet with an allocated public IP address, you will typically need an additional security service, such as BT MobileXpress, for your employees to connect across the Internet and into the corporate network.

Key network features:

Business traffic prioritisation We recognise that organisations use enterprise broadband for business applications and to apply appropriate traffic management policies – ensuring that business protocols are prioritised through the network at all times.

Choice of support models While all BT Enterprise Broadband Portfolio products benefit from a helpdesk to helpdesk model for rapid fault resolution, BT Enterprise Broadband offers the option of direct end-user support – particularly useful for out of hours support to your employees.

Automatic router configuration If you choose to buy your routers through the BT Enterprise Broadband Portfolio portal, together with your broadband lines, then those routers will auto configure when connected to the line, including setting username and password. Installation couldn't be easier.

Choice of addressing models When using the BT Enterprise Broadband Portfolio, end users can be allocated either a dynamic or static IP address at no additional charge, or can be allocated a block of static IP addresses for a small monthly rental.

No download limits None of the BT Enterprise Broadband access options have hard download¹ limits.

¹ Fibre access services have a soft download limit at either 100 or 200 Gbytes per month.

Key service management features:

Portal based self-service BT Enterprise Broadband and BT Enterprise Connect both benefit from our market leading self-service management portal: the BT Workplace. Your IT team will use the provisioning and fault management tools provided by BT Workplace to support your end users. For example, a diagnostic wizard allows your IT team to remotely test each end user broadband line so that faults are correctly diagnosed at first touch. BT Workplace also provides an extensive portfolio of online reports, giving you total visibility of your broadband inventory, including fault tickets, installed lines, orders in progress and so on.

Rapid deployment The BT Workplace self-service portal automates the delivery of broadband orders, minimising lead times and reducing errors. You can also order lines in bulk simply by uploading a spreadsheet containing circuit details – and benefit from the same, fully automated delivery.

Bundled PSTN As well as ordering your broadband lines through the portal, you can also order data-only PSTN lines to carry the broadband. These can be ordered together with the broadband for simultaneous delivery, integrated billing and integrated support.

Helpdesk to helpdesk service With our helpdesk to helpdesk service model you can integrate the management of BT Enterprise Broadband Portfolio products into your own IT support team, so that users continue to benefit from a single point of contact for queries and problems. Online tools are available for your IT support team to carry out remote testing and fault resolution. BT Enterprise Broadband also offers the option of end-user direct telephone support

Key commercial features:

Term-free connections None of the BT Enterprise Broadband Portfolio products places any term commitment on individual lines, eliminating any problems related to notice periods and simplifying the process when employees change workstyle or leave the company.

Single invoice All products in the BT Enterprise Broadband portfolio have a simple and cost effective pricing structure with no bandwidth usage charges. You receive a single, itemised invoice for all your broadband lines so that charges can be centrally allocated and audited.

BT Enterprise Connect

Unlike BT Enterprise Broadband, which connects your end users to the global Internet, BT Enterprise Connect links end-user broadband lines directly into your MPLS-based corporate network without using the Internet.

To be a customer of BT Enterprise Connect you must be an existing customer of the BT IP Connect VPN service. BT Enterprise Connect complements BT IP Connect, giving you a rapid and very low cost way to expand the reach of your corporate wide area network.

Key network features:

Private Addressing End users connected to the BT Enterprise Connect service are allocated a private IP address from your own WAN address space. Since you own this address space there is no limit to the number of IP addresses you can choose to allocate to each site.

Managed RADIUS option End user authentication can be done either from your own, Internet connected RADIUS server or by taking our optional managed RADIUS service. Using the managed RADIUS service you can set up end-user login credentials and configure IP address allocation rules through the same on-line management portal that you use to order your broadband lines.

Cloud Based WAN gateway BT Enterprise Connect reaches into your existing IP Connect WAN using a shared gateway within the BT network. Gateway capacity is managed by BT and its cost is included in the price of your end-user connections.

Separation from the Internet Because BT Enterprise Connect is a private network, any connection between your end users and the global Internet is under your control, passing through the same Internet proxies and firewalls that you already have in place for your office based staff.

BT Enterprise Connect also benefits from many of the features of BT Enterprise Broadband, including the high level of contract flexibility and the innovative service management model.

BT Managed Broadband

BT Managed Broadband is a set of tools and professional services to support you in the deployment and on-going management of your broadband network, whether based on BT Enterprise Broadband, BT Enterprise Connect or a hybrid network including other BT broadband services.

With the ability to choose from a menu of standardised options, or the flexibility to define a bespoke service, BT Managed Broadband service is able to build on the management tools available in the standard BT Enterprise Broadband portfolio to tailor the service to meet a particular corporate need.

Key features of BT Managed Broadband:

Single procurement portal This can be either helpdesk driven or end user access with BT managing the authorisations. As well as broadband, this could include network services such as standard PSTN (rather than data only), IT equipment, furniture, or devices.

Named service manager You have a point of contact for the life of the contract, responsible for overseeing the programme and supporting moves, changes and billing. This means that you can focus more on enjoying the benefit from your programme and less on the mechanics of the service.

Project managed installation and transition Implementing a large scale roll out of broadband, or transitioning from another service both have the potential to be time consuming and problematic. BT can provide an experienced project manager to help coordinate and deliver these large-scale changes.

Bespoke equipment Whether you need a router that is not on the BT Enterprise Broadband standard lists, a gold build, the physical installation of bespoke configurations or proactive management of the router itself, BT can provide these through our managed broadband service.

Comprehensive billing and reporting services You benefit from consolidated billing of broadband and other services via a single BT OneBill and also have the option for end-user credit card billing within the corporate framework.

Central control: Your IT department retains control of the overall framework and what can be ordered by whom. You have full visibility at all times of what users are choosing and how successful those choices are in practice.

BT Managed Broadband also benefits from many of the features of BT Enterprise Broadband, including the high level of contract flexibility and the innovative service management model.

“ The BT Managed Broadband service has substantially reduced the burden on the Heinz IS team. BT has removed the costs and risks of trying to manage the technology ourselves. In fact, in one particular team, 17 per cent of the people resources have been freed to focus on tasks that add real value.”

Allan Jackson
European Telecoms Manager
H.J. Heinz Company

Why BT?

The BT Enterprise Broadband Portfolio is a part of the BT Flexible Working product set, which combines BT's own experience of flexible working, e-learning and enterprise social networking with a bank of knowledge and skills built up over many years of delivering programmes for major companies and public sector organisations.

Our proven methodology and extensive set of services accelerate the time it takes to get new ways of working set up and running. BT will work with you from the earliest stages, scoping out potential benefits and identifying return on investment. With BT as a partner, you can explore, implement and rollout flexible working more quickly and effectively.



Offices worldwide

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Registered office: 81 Newgate Street, London EC1A 7AJ
Registered in England No: 1800000

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