

BT21CN and New Services

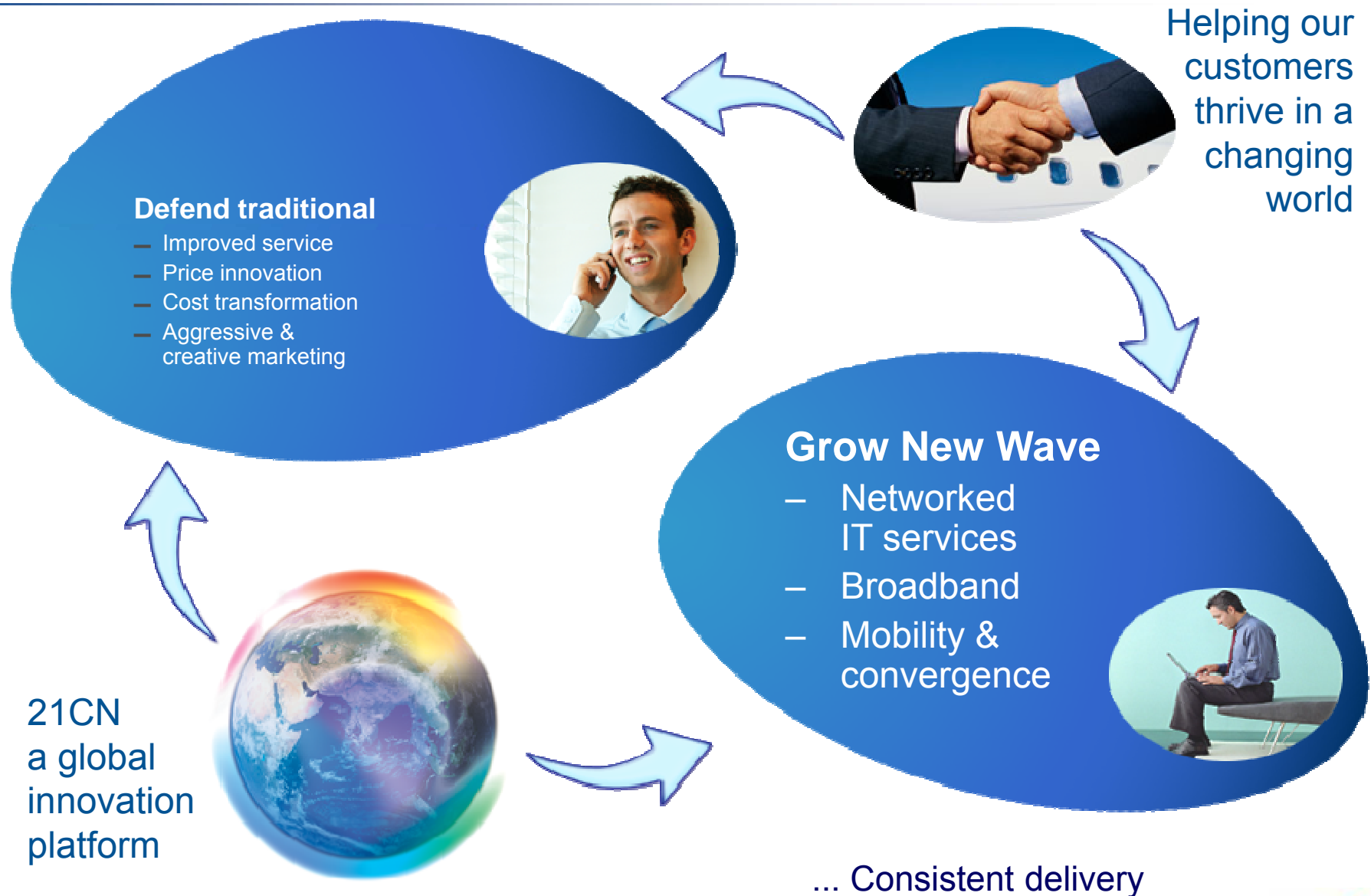
BT Group
Yung Kim



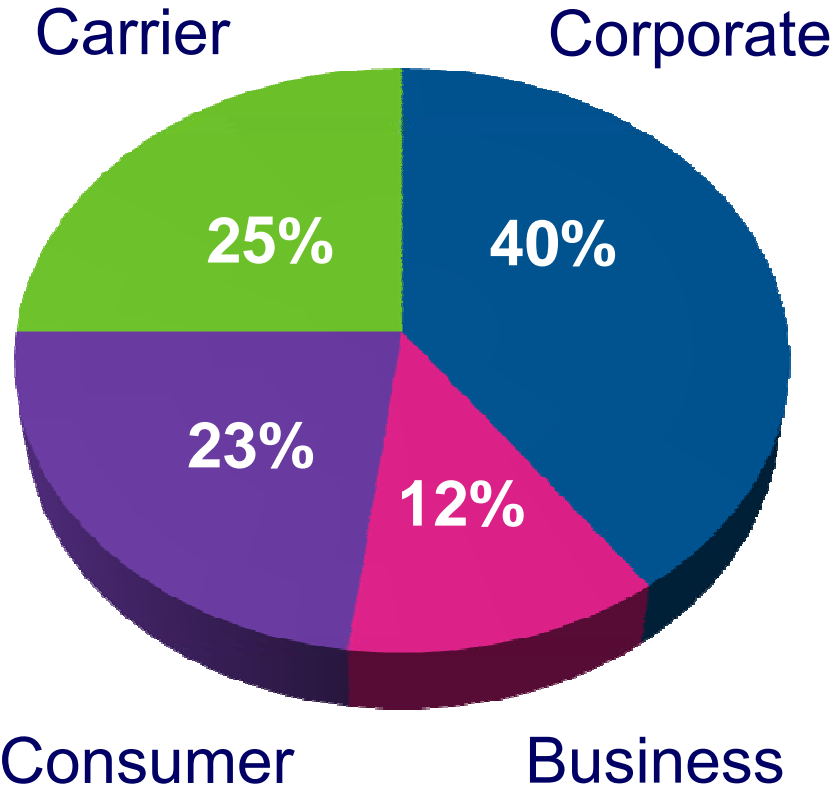
The changing landscape



BT's strategy to the changing landscape



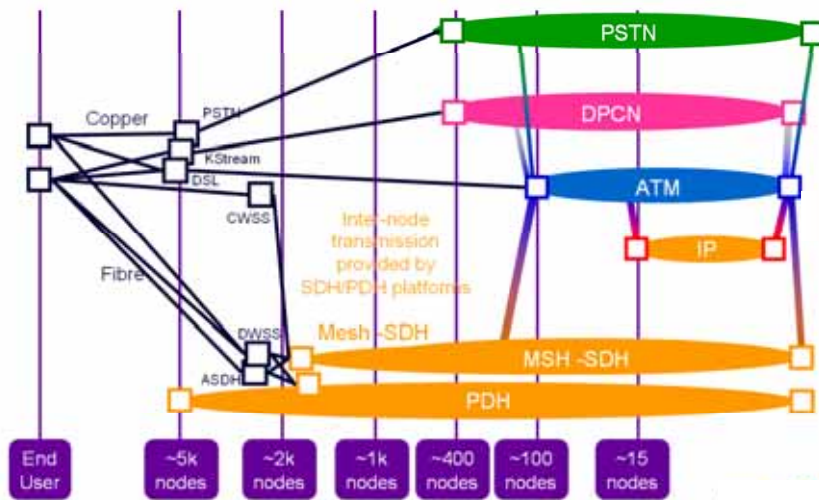
Q4 2007/8 – revenue by customer



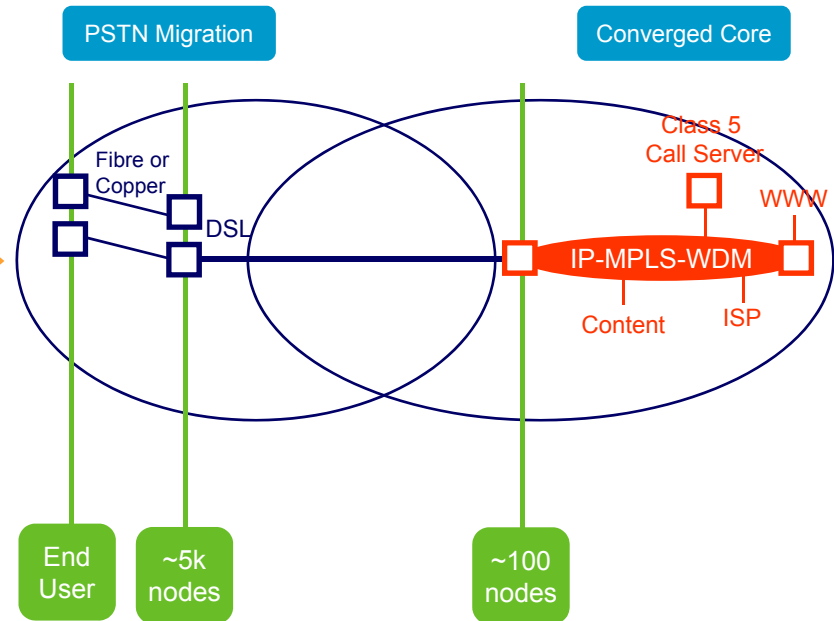
Strength in mix of customers and businesses

21CN – objective remains unchanged

Legacy network



21CN platform

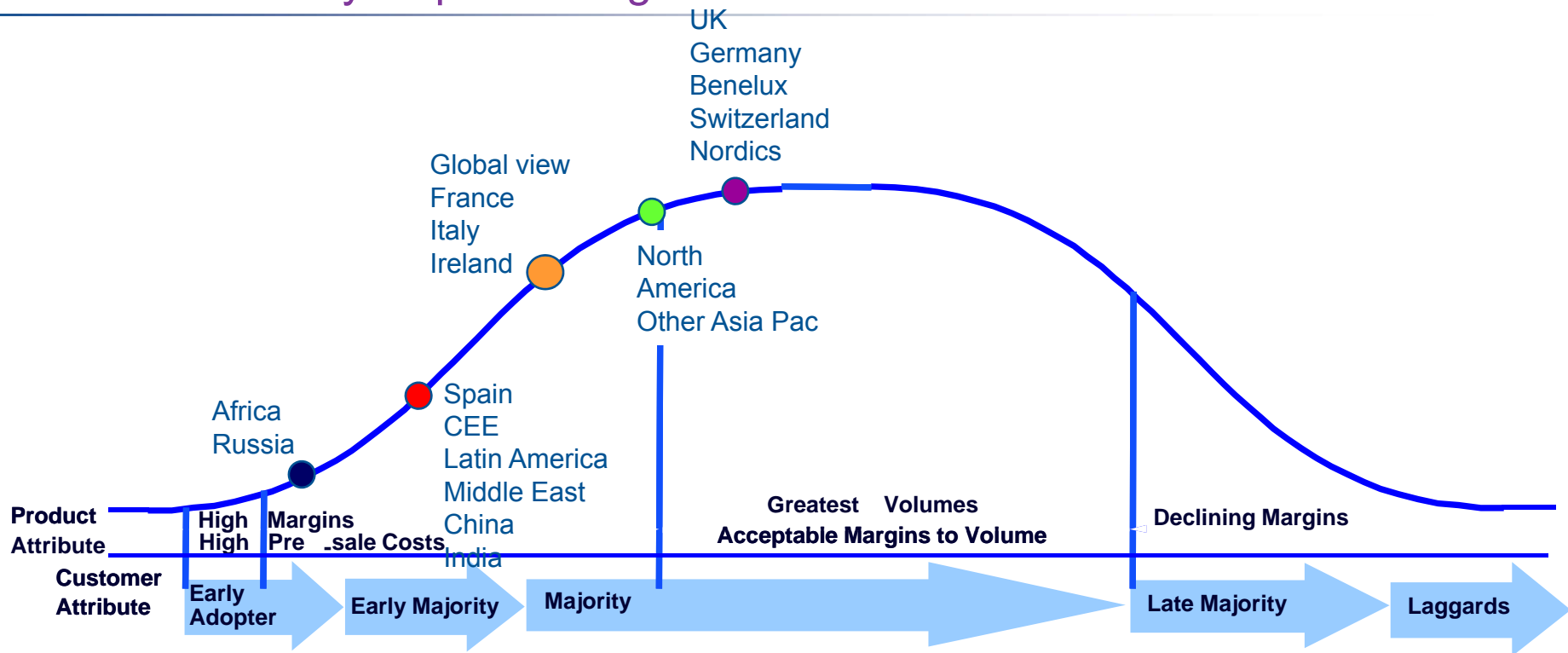


17 networks to ONE global platform

BT21CN Global MPLS



Product Life Cycle positioning

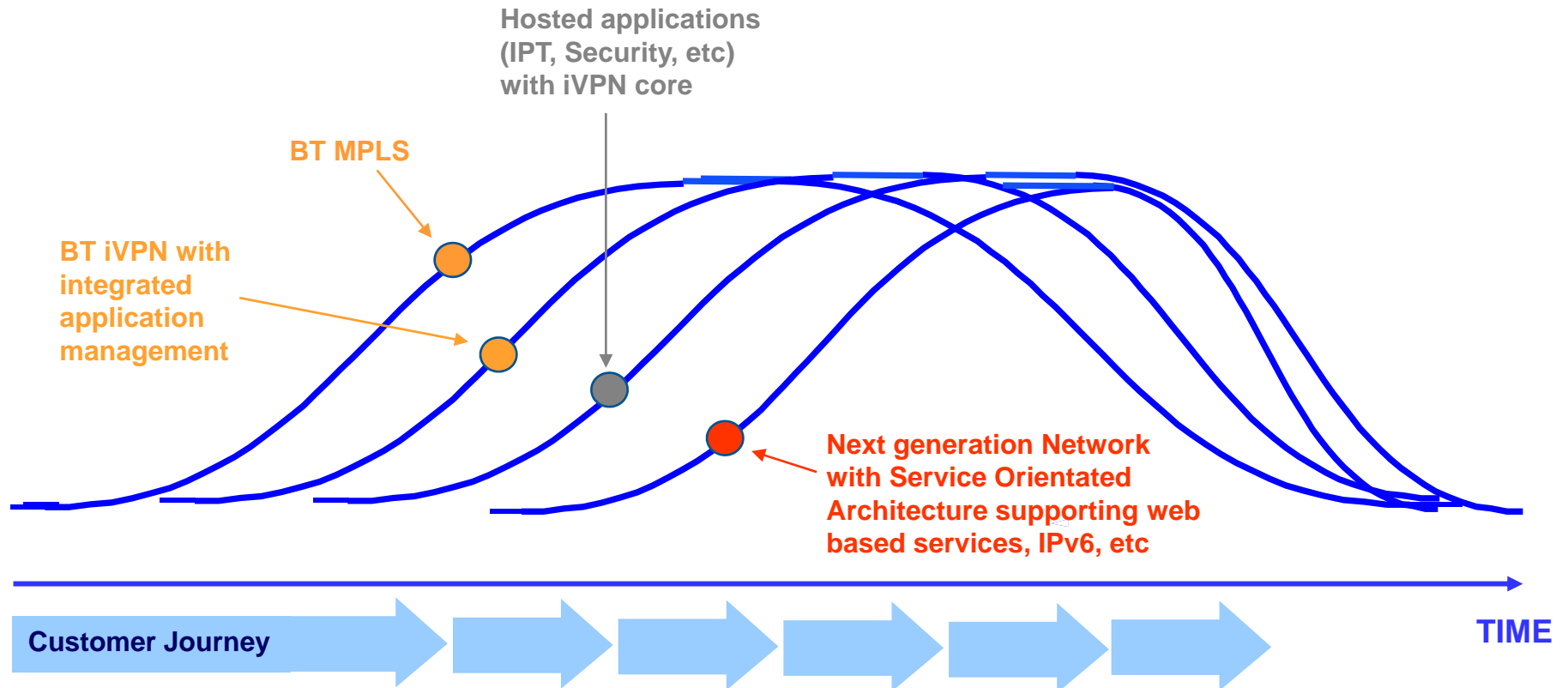


Notes

The country positions represent Global MPLS (defined as sending traffic cross border) sold out of this Geography, it doesn't represent domestic usage

The overall maturity of the Global MPLS market is shown by the Orange dot

Innovation strategy



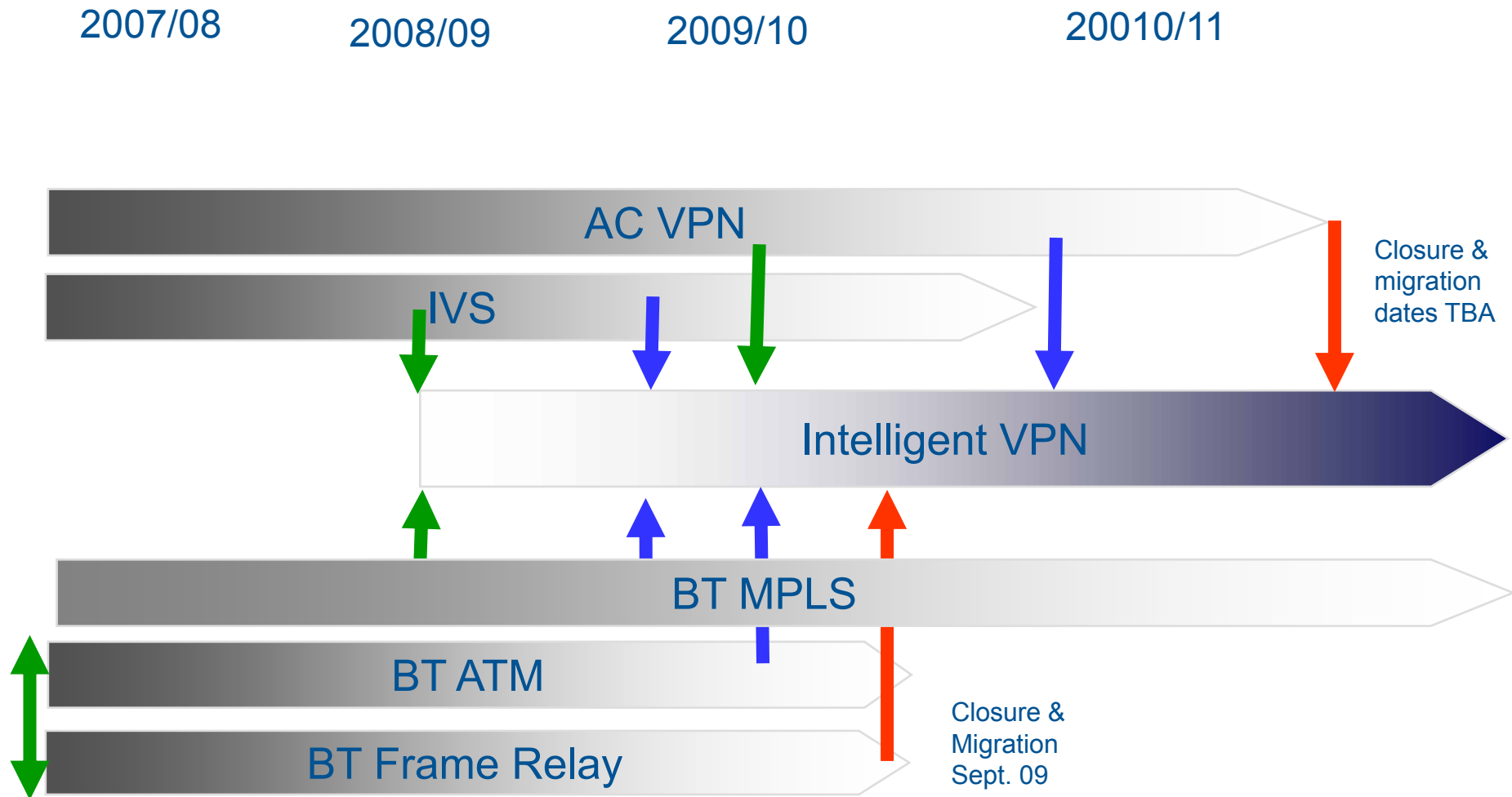
Notes

Continued Innovation drives the refreshing of product life cycles. This in turn maintains BT's market leading position and providing customers with valued services that meet their business needs.

Providing a seamless and easy customer journey is key to the success of this strategy

Product Evolution

(VPN product family)

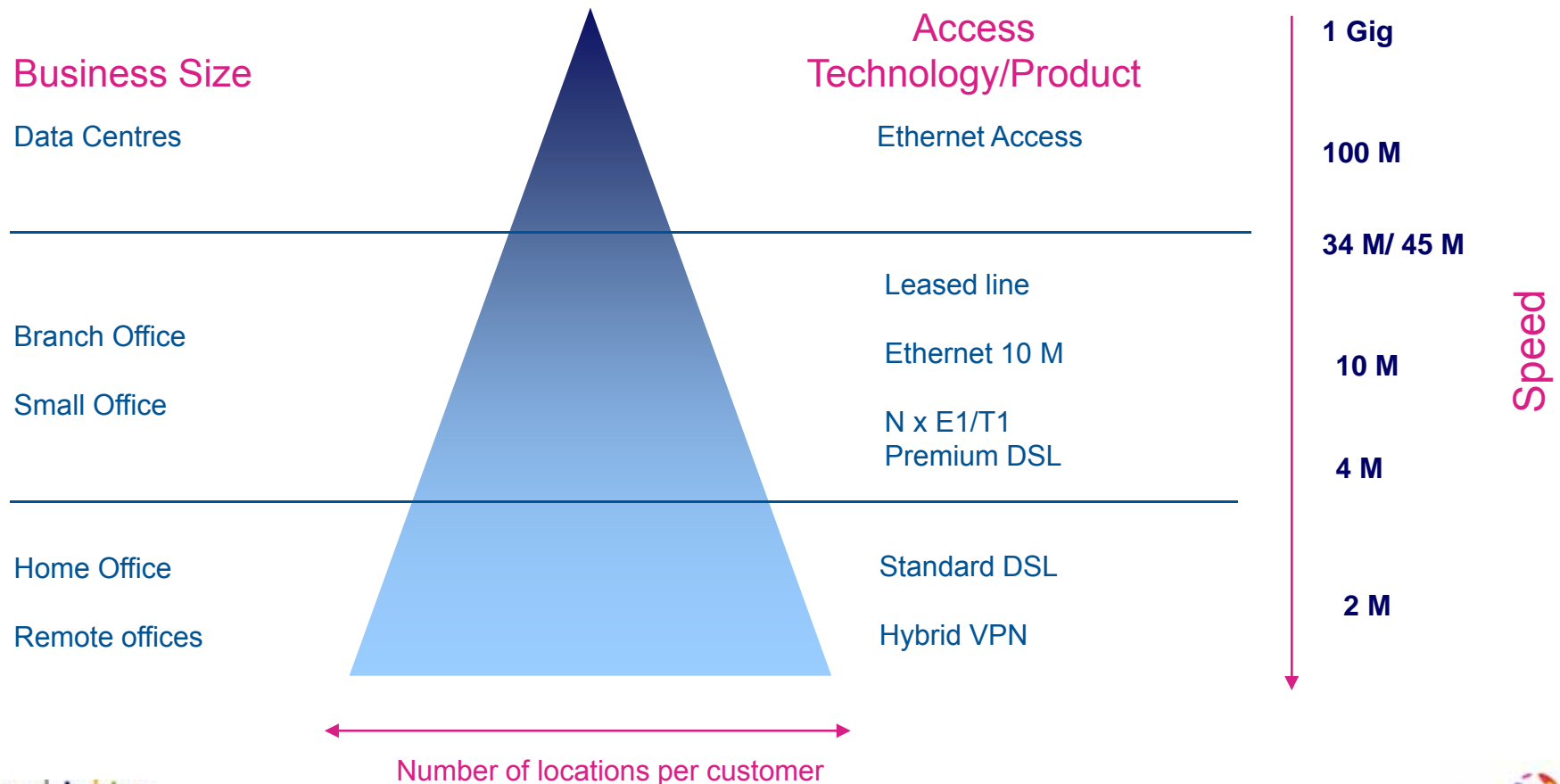


Networks Evolution

- Our customers require solutions for a variety of sites with very different needs. Differences in
 - Security
 - Speed
 - Resiliency
 - Class of Service
 - And of course, Costs
- Our commitment is to provide, in a vast number of countries, the range of solutions they seek
 - Ethernet LAN SAN
 - MPLS via Leased lines, Premium /Plus DSL
 - Hybrid VPN solutions
 - Network to Network Interfaces in domestic partners

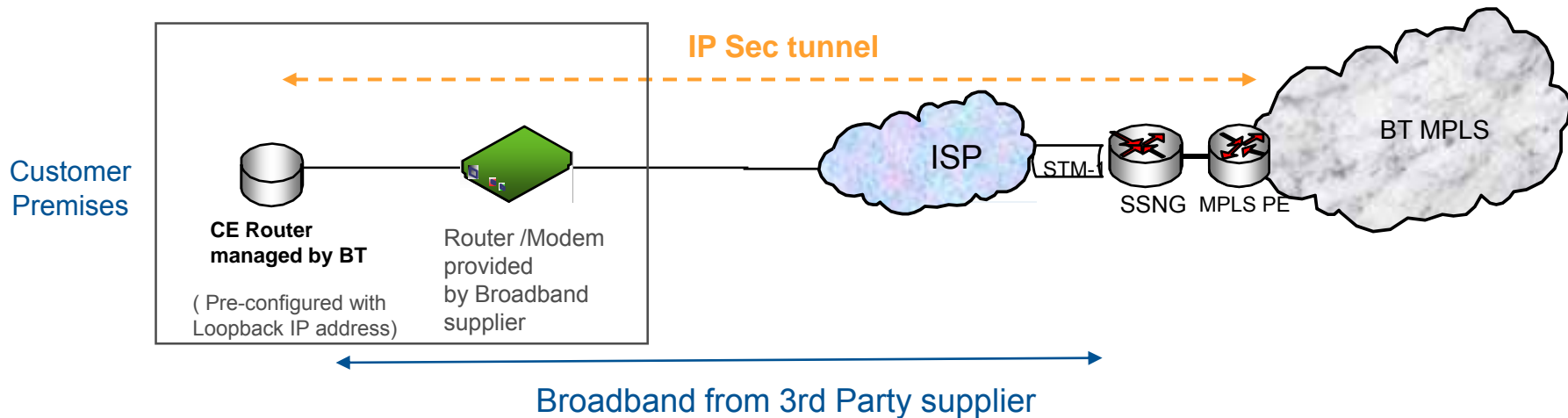
World Class Access

- Strategy is to ensure co-ordinated efforts to offer the most cost effective solution for each location – and to ensure we meet our customer’s requirements



Hybrid VPN Network diagram

- Hybrid VPN is the easiest solution to bring global access to our customers.
- Solution to answer the following needs
 - Country coverage – expand DSL solution to 150+ countries
 - Extremely cost efficient Back Up to leased line access solution
 - Lead-time reduction, where customer already has a local connection to the www
- Regional Gateways (Americas, Europe, Asia Pac) – with addition of local variances where necessary



3 Year Roadmap overview

2008/09

Launch of intelligent VPN – focus on Application centricity
Expansion of Global Network (all regions, but Middle East & Africa and LATAM are major focus),
World Class Access: roll out of competitive Ethernet, DSL & Hybrid VPN Access, Network Interconnections.
Be Number 1 for customer Service
Multicast Network enablement

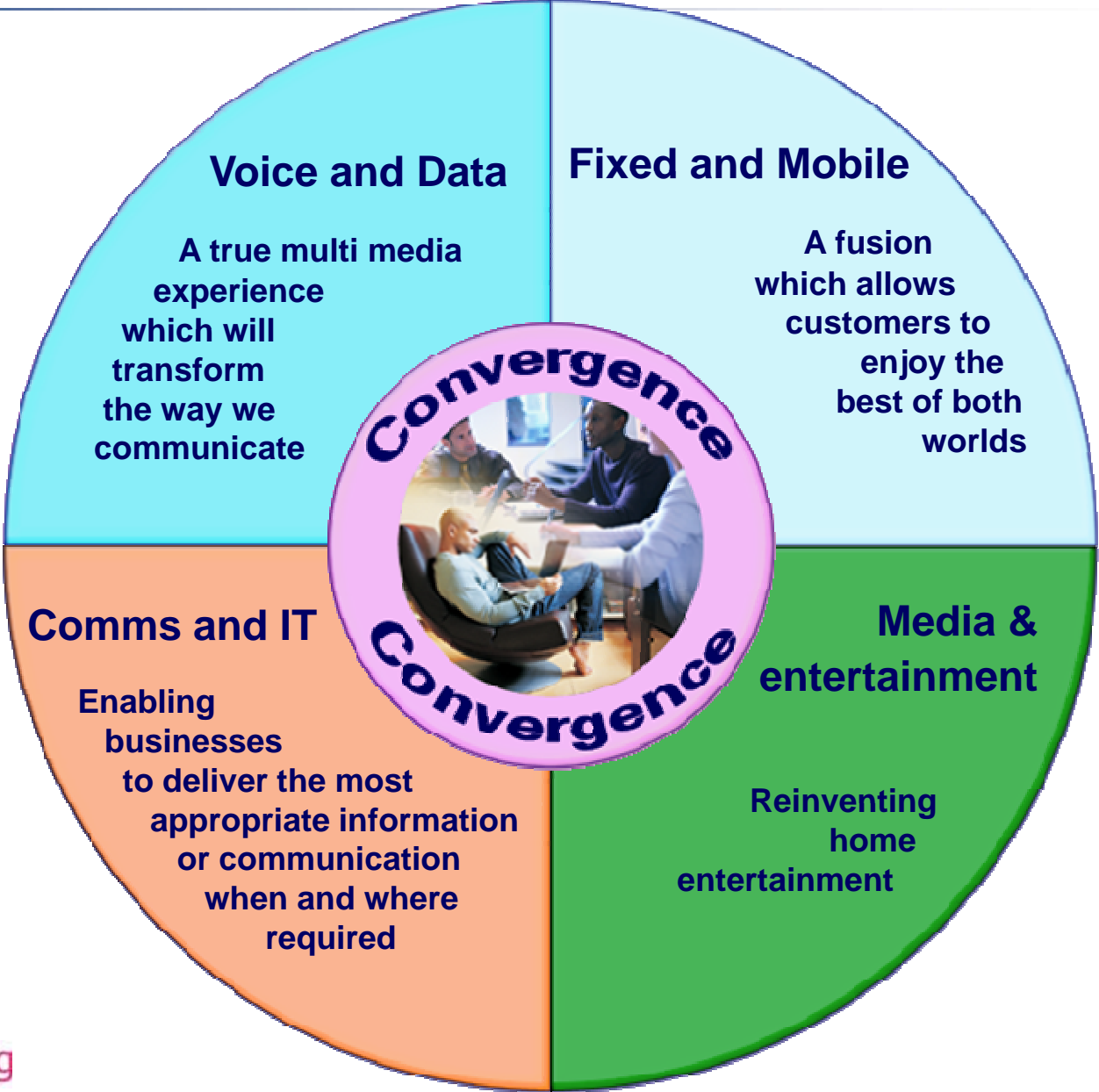
2009/10

Continued Expansion (focus on Americas & Asia Pac),
Launch of Globally available, native Multicast
Focus on Customer Self Service & Portals
Integration of Internet based access to MPLS
Standardisation of Satellite Access

20010/11

Focus on the feasibility and rapid introduction of new technologies
IP Version 6, WiMax, integration with Ethernet VPLS and VLAN
Next Generation of Application centric technology
Feasibility of multiple vendor strategy to keep prices competitive

Convergence sits at the heart of the future



The Convergence Proposition model

Converged LAN Makes Collaboration easier

Unified Communications & Collaboration Applications

Onevoice

Global
Managed /
hosted voice
TDM / IP
Voice

Corporate Fusion

Wireless/GSM
solutions
Corporate fusion
Dual mode
solutions

CRM

Self Service
solutions IP
contact Centre
Hosted services
Professional
services

Identity Management

Security
proposition for
managed
authentication

Unified Comms & Collaboration

MS Suite of
managed services –
E2K7, LCS,
sharepoint

Infrastructure – Operational Efficiency

IVPN / AAI

Intelligent, application
aware WAN services

Converged LAN

Managed LAN/IPT
service

Data Centre Services

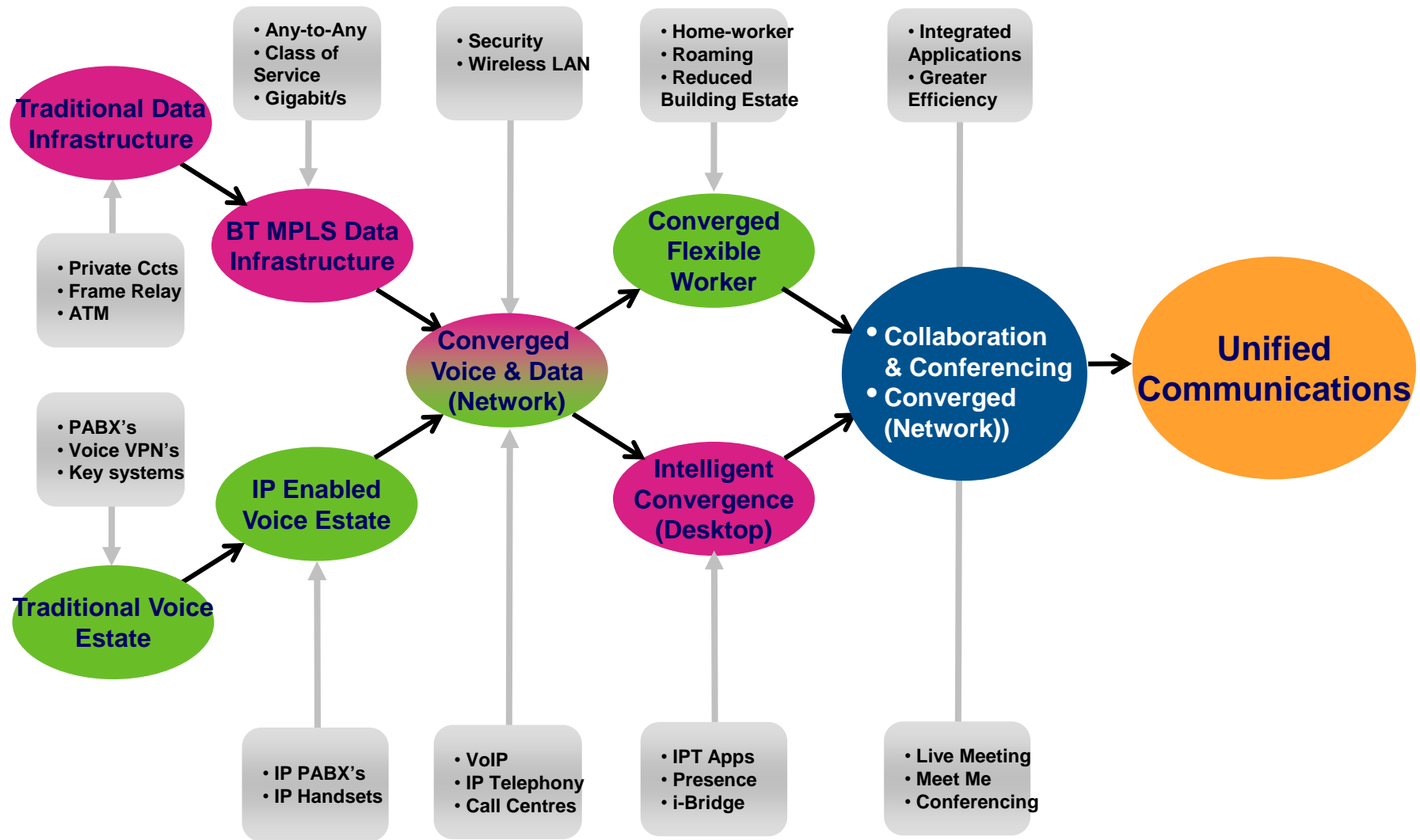
Hosted MS / storage

Mobile Xpress

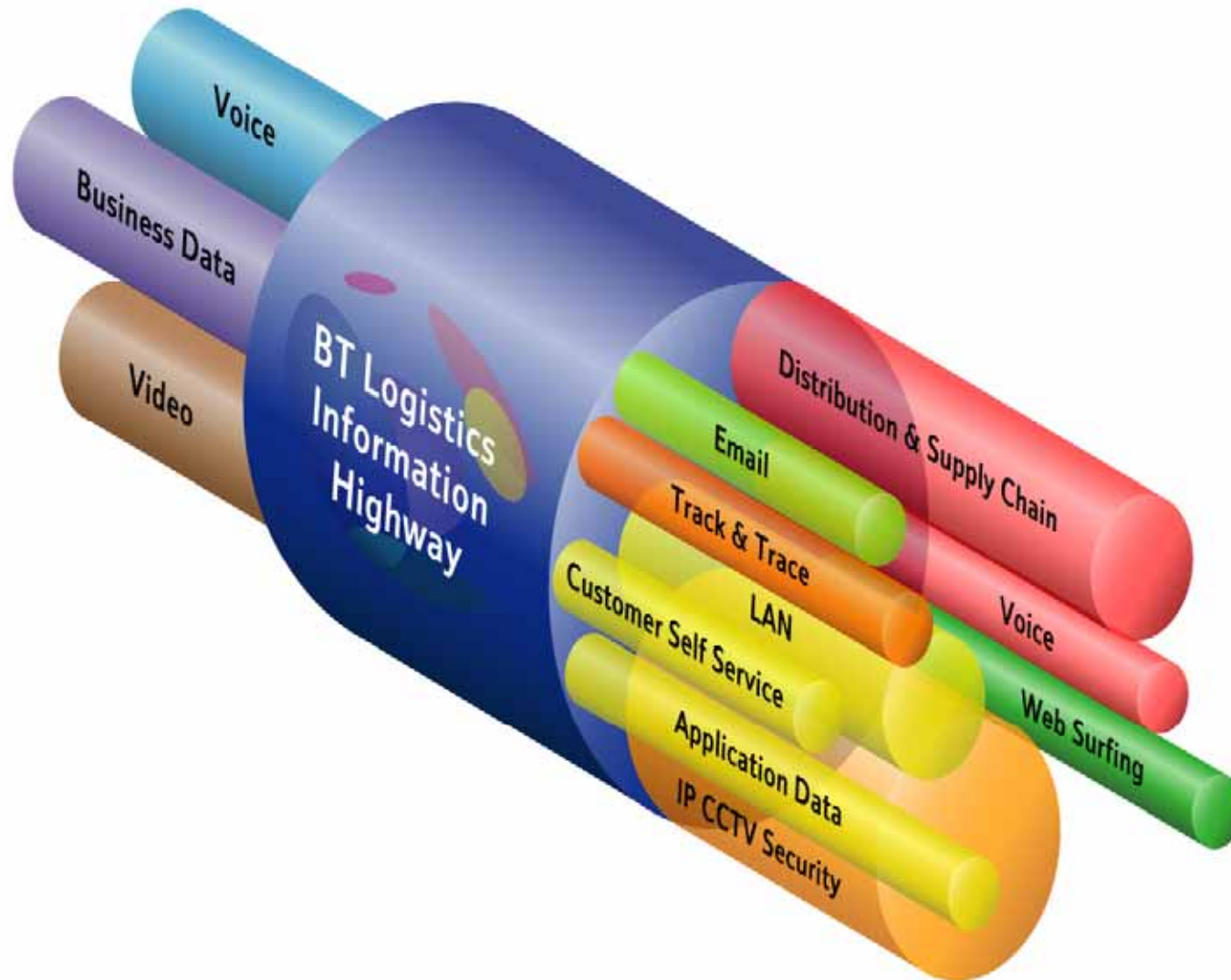
Global mobile access

Building a “Unified Comms Ready” infrastructure

The BT Global Services Roadmap

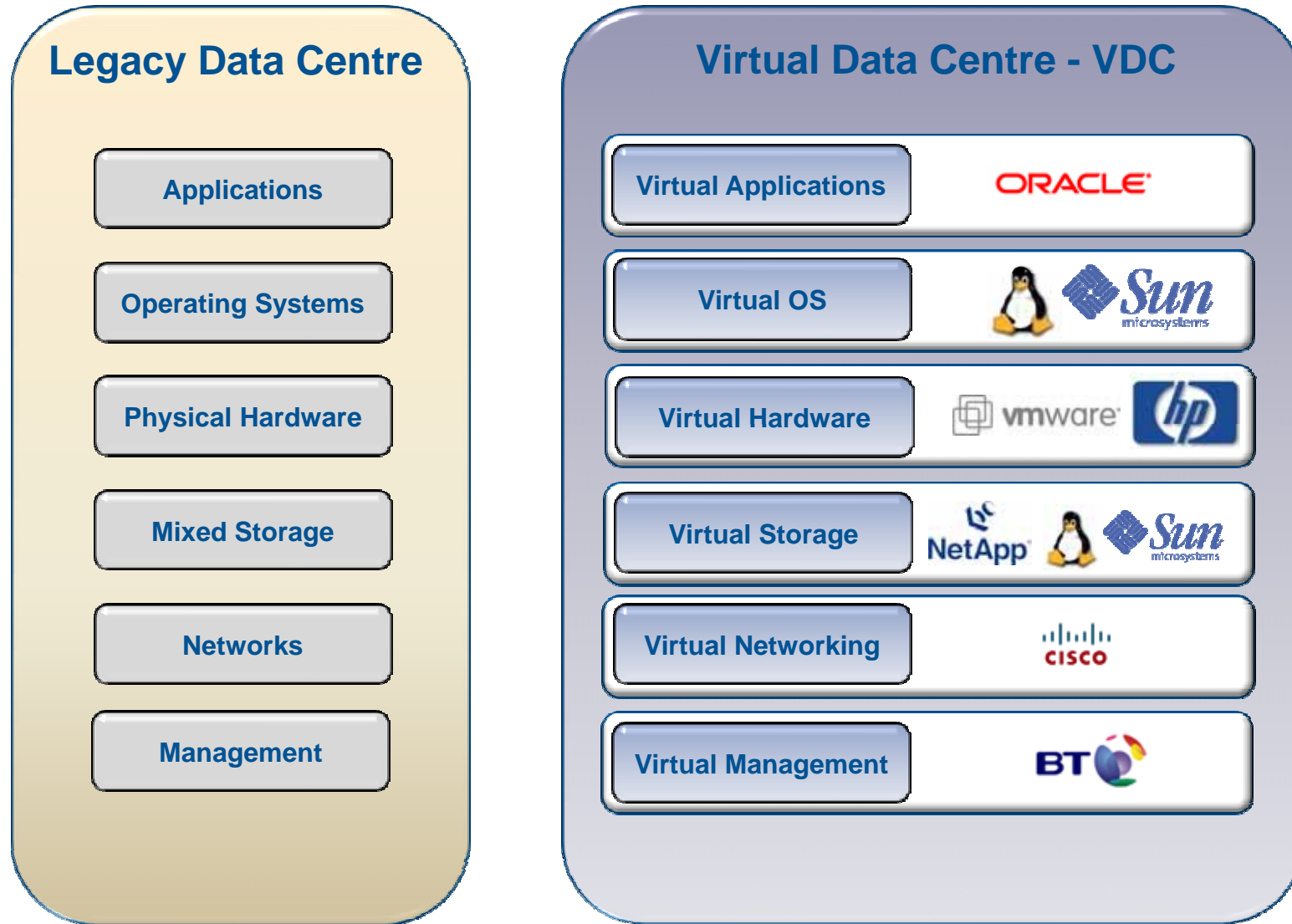


AAI for Consolidating Communications

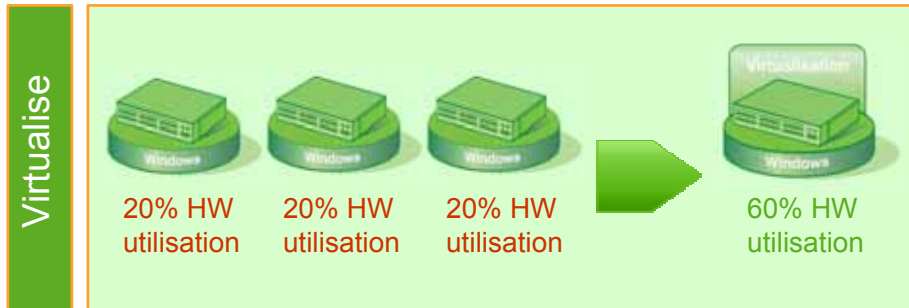


- Priority 1 Traffic (Highest Priority)
- Priority 2 Traffic
- Priority 3 Traffic
- Priority 4 Traffic
- Priority 5 Traffic
- Priority 6 Traffic (Lowest Priority)

The Virtual Data Centre is a services platform built on the back of BT's own infrastructure transformation*



BT will employ a set of professional services developed into a Continuous Migration Process to aid our customers transformation



Benefits

- Reduce number of servers
- Lower capex & operational costs
- Increased automation
- Environmental benefits from reduced resources (power & cooling)



- Consolidate common capabilities to “farms”
- Drives standardisation & governance
- Facilitates Licence rationalisation
- IT support savings



- Fewer supported platforms
- Independence of underlying hardware
- Lowers operational complexity & skill base
- Further Reduces licence cost base
- Address end of life support challenge

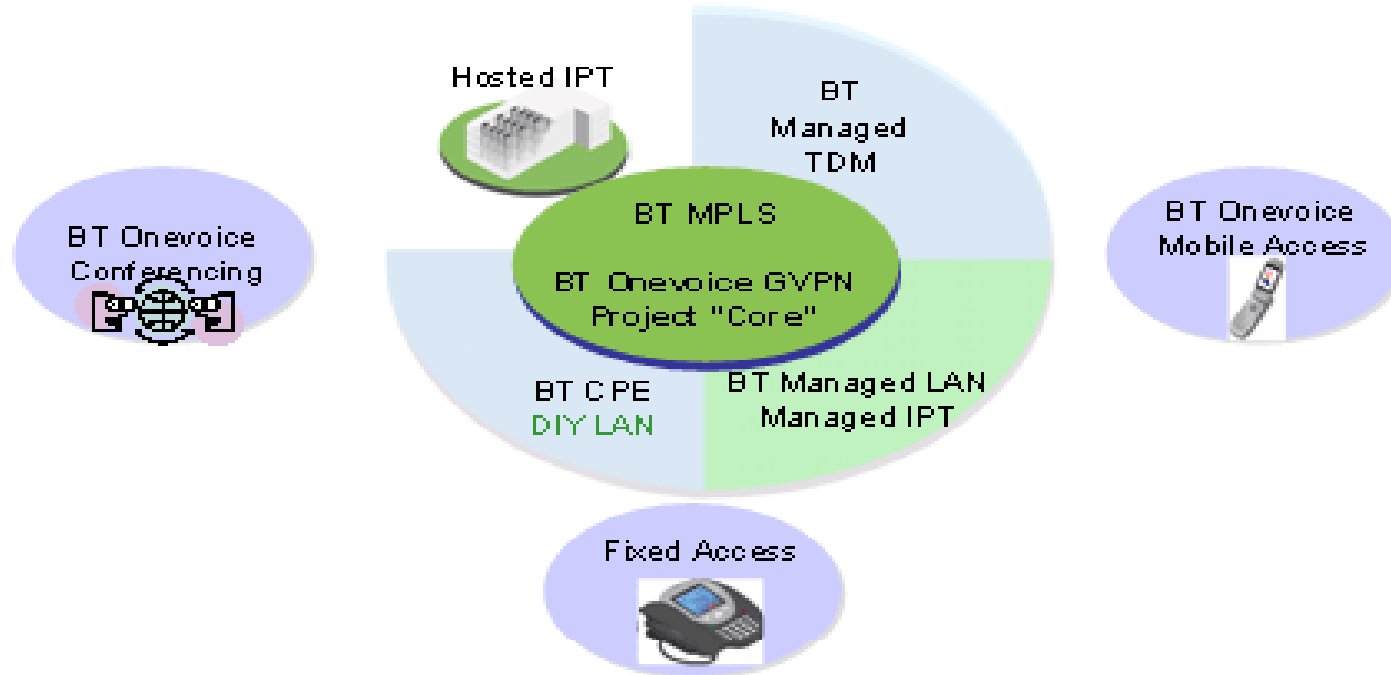
One Voice



- One Voice

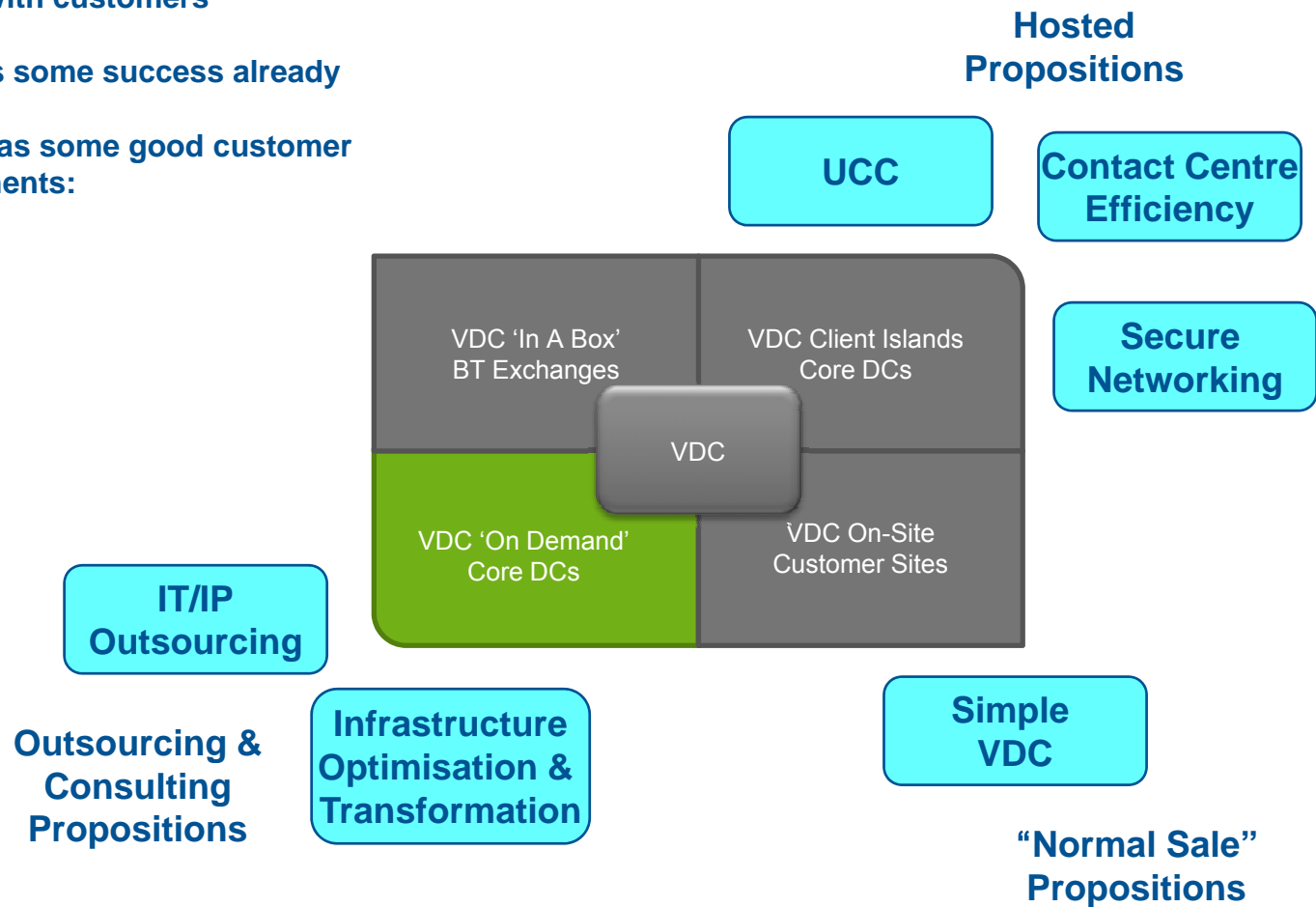
Basically BT One voice is BT Global Services key voice proposition, linking all voice areas together. As you can see, BT One voice is made up of a number of different key elements.

BT Onevoice Proposition

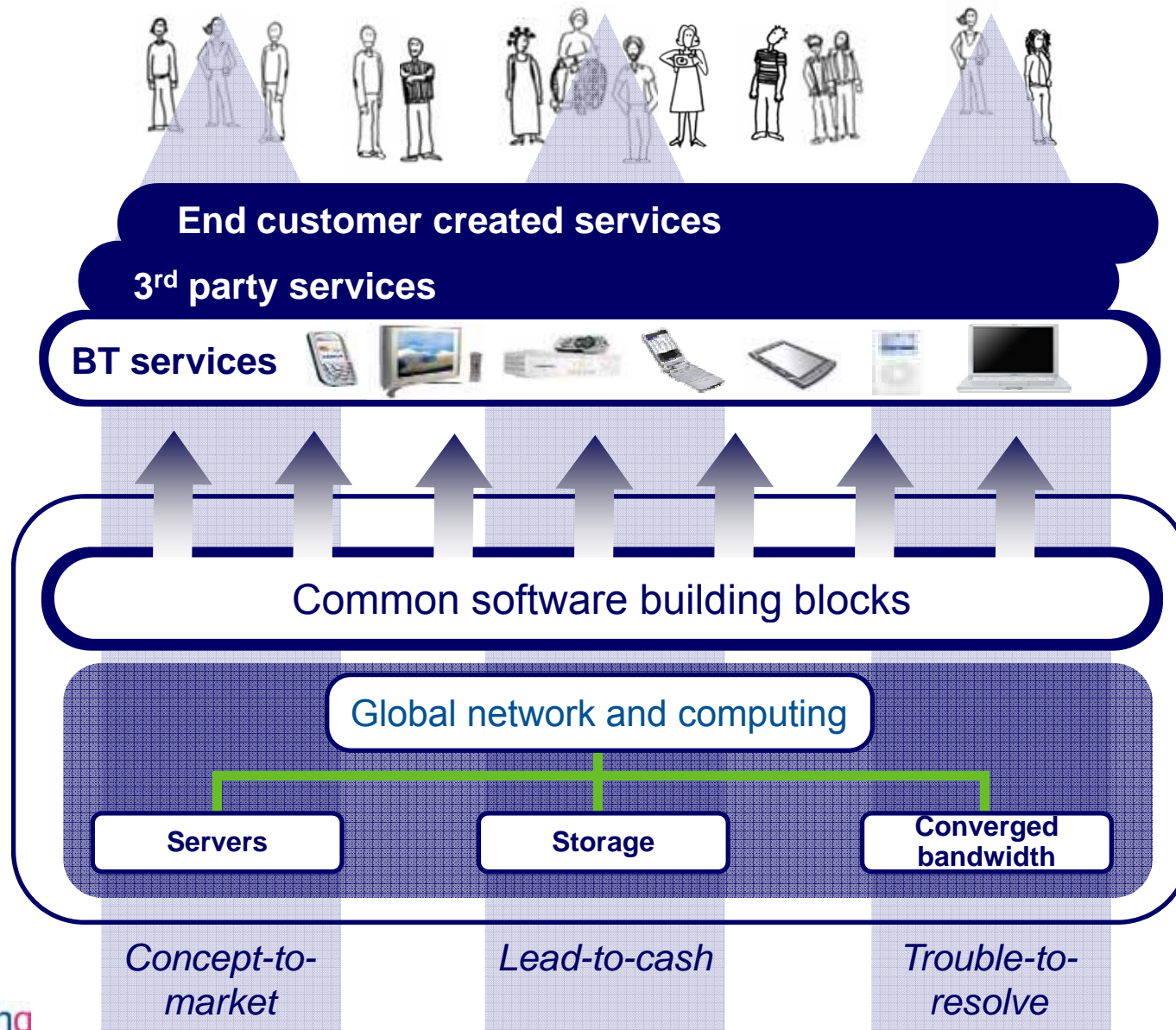


Built on a single platform (VDC) we offer a selection of propositions and a number of business models to our customers

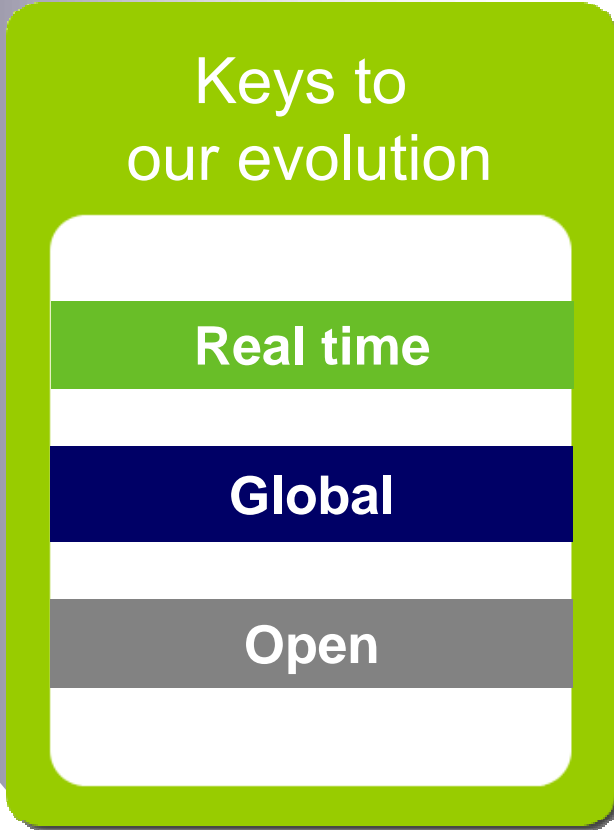
- The platform allows BT to be flexible with customers
- VDC has some success already
- BT AP has some good customer engagements:



Open platforms



From traditional telco...



... to leading services provider with global capabilities

Thank You

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