

Service

Remote Backup

However rare, however small, unforeseen system failures or data corruption are risks that are always there. So you need to be prepared. Our remote backup service routinely backs up your configuration data so that normal service can be rapidly restored when data is lost or corrupted e.g. as a result of radical fluctuations in power supply.

Benefits and features

Ensures business continuity

Your system configuration data is unique to your business and is frequently tweaked and tailored to match the dynamics of your business. If you lose it, call handling will be severely limited. Restoring the data from scratch is a complex and lengthy process involving on-site assistance. Meanwhile, staff cannot work properly and customer relationships are at risk.

Although rare, configuration data can suddenly be lost or corrupted by faults resulting from factors such as storms and power surges.

Remote backup keeps regular copies of your data and gets you back on the air. Fast.

Utilises common remote access equipment

Remote backup uses the same access and on-site equipment used for remote fault diagnosis and repair, provided free as part of your BT Maintenance Contract.

Is it for you?

Remote Backup is available to all Meridian 1 and Succession CSE1000¹ customers with a valid BT Maintenance Contract providing 24-hour engineering response. The access required and on-site equipment is included in the price and allows us to offer you a whole range of remote managed services.

¹ Associated mail and application data is not included.

How it works

We offer you a range of backup options to suit your needs. Backup is normally carried out quarterly, with the option to provide more frequent or ad hoc backups as you require.

The data is copied and stored on one of our secure systems and, in the event of a crash, the latest copy will be uploaded to your system.



Flexible maintenance contracts

Eight-to-five, or around the clock, all year. We have the service deal to match the way you do business – backed by service level agreements.

StandardCare

8am to 5pm, Monday to Friday, with a next-day response time for faults reported before 5pm

PromptCare

8am to 5pm, Monday to Saturday, with a four-hour response time from the time a fault report is received

TotalCare

24 hours a day, seven days a week, all year, with a four-hour response time from the time a fault report is received

CustomCare

Tailored to specific requirements and can include having a Convergent Solutions engineer permanently on site

Off-the-shelf CustomCare products

Such as the CustomCare Express fast-track delivery system. For CustomCare on

- Meridian 1 Options 11, 51, 61, 71 81
- Succession 1000 /1000M
- Definity/Multivantage
- iSDX/Realitis

Service and support

We invest in premium skills and back up our teams with intelligent systems, efficient processes and an extensive range of services to last a lifetime in business – from telephone advice lines and online support through to full business continuity for risk management and disaster recovery.

Plus lifelong support for your solution

- Single point of contact through specialist service centres (SSCs)
- The largest field network of any telecommunications supplier: more than 3,000 engineers nationwide, mostly within an hour's drive of any BT customer site
- On-board system diagnostics and remote fault fixing, to enable minor technical problems to be resolved on the spot

- Consultancy, project management, development, networking and installation
- Telephone and web-based support helpdesks
- Managed services including systems configuration, administration and alarm monitoring
- Business continuity services, including data backup, security audits, healthchecks and disaster recovery.

Why BT?

We have the capability to deliver and manage the whole solution

- BT is THE supplier of business communications and has been the market leader in systems sales and service provision for decades
- We are a one-stop solutions shop – from telephony to data, infrastructure to mobility, be it a small office business system to a fully converged solution; packaged applications or managed services.
- Our expertise covers everything you need: – from the cabling under your feet to the applications on your desk

– from consultancy, systems development, installation through to maintenance, technical support and account management

- We offer a complete and consistent service wrap, with a service portfolio spanning the life of your solution
- The public network – the infrastructure that runs to virtually every household and business in the land – is built, evolved and maintained by BT. Other companies may provide you with voice and data services. But they all depend on the integrity of a network built by BT. So who better to rely on?
- We can offer you a tangible local partnership for ownership and accountability, and a national partnership to ensure true scalability.

- BT has teamed up with world-class suppliers to give you access to the widest range of quality products and services – from systems integration and logistics through to product development, technical support, customer service and sales & marketing support
- BT Convergent Solutions is currently the only UK communications service provider to have been awarded Gold Partnership status by Nortel Networks, Cisco Systems and Avaya – proof that we meet and exceed the standards set by the world's top communications companies

Contact & Further Information

Visit www.bt.com/cs/service

Click on 'Further information' to download more brochures and datasheets.

Still need to know more?

Talk to us about Remote Backup and how we can help you pull together all the building blocks for convergence.

- Call Convergent Solutions on Freephone 0800 389 4848 Quoting 46267
- Talk to your BT Account Manager
- Visit www.bt.com/convergensolutions for anything else in our portfolio
Tell us if this datasheet was useful or how we can make things better cs.marketing@bt.com



Offices worldwide

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