

## BT serves up £ ¾ million savings for Council

**The City of Edinburgh Council signs £3.2 million deal with BT to free up cash for front line services.**

The City of Edinburgh Council has announced a £3.2 million deal over three years with BT to provide a fixed rate telephone network council-wide that is estimated will save the local authority £250,000 a year.

The three year deal - with an option to extend to five years - will reduce the Council's phone bill by around 25 per cent through moving the whole organisation onto fixed rate tariffs for national, international and mobile calls.

"This deal is great news for Edinburgh," said Councillor Gordon Mackenzie, Convenor of Finance and Resources for the City of Edinburgh Council.

"It will deliver immediate savings through a fixed price for all of our calls, and give us the vital management information we need to move towards a future with all calls and data sharing a single high speed network."

"The city is leading the way with this deal," says Tom Kelly, director of BT Public Sector Scotland. "Not only is Hosted Voice offering The City of Edinburgh Council fantastic value for money, it is also giving them a risk-free first step towards whichever converged future they choose to take."

The BT Hosted Voice platform will provide the Council with a virtual, private telephone network to which all council sites will be connected.

The fixed annual tariff includes all internal and external calls, lines, network maintenance and calls to mobiles, with the exception of calls to 118 services.

The contract will also improve and reduce the amount of time the Council spends managing its phone estate and will provide extensive, high quality call and network data and consolidated, flexible and paperless billing.

The deal has allowed the Council to broaden its existing 15-year strategic partnership with BT from ICT to telephony. The partnership has already brought over £22.3 million in efficiency savings to the Council - contributing roughly £9 per council tax-payer each year to help keep council tax increases at the same level through reduced ICT support costs.



Cycle star Hoy gets hero's welcome from BT Scots.

## BT's Golden Hoy

**Olympic Games triple gold medallist Chris Hoy got a rousing reception when he dropped in to BT's Edinburgh headquarters.**

Chris, a BT London 2012 Ambassador, displayed his medal haul to BT staff in his home town following his return from the Beijing 2008 Olympic Games.

Among them was the company's own cycling champion Fraser Millar, who pedalled his way to the top spot in a BT cycling challenge earlier this year.

Fraser, who completed a one-kilometre race against the clock in one minute and four seconds, said: "I'm proud to hold the BT cycling challenge record but it's a far cry from Chris's fantastic achievement of three gold medals. It was a privilege to meet such an accomplished athlete."

Chris has been a BT London 2012 Ambassador since April this year when he helped launch BT's London 2012 Games Partnership. BT's London 2012 Ambassador team comprises the very best of British sporting talent.

Their role is to inspire BT's 100,000 employees and millions of customers to become volunteers, coaches and mentors for the young British athletes aiming to compete.

# Technology ‘overlooked’ in sustainable strategies

Scotland has been praised for its ambition and world-leading sustainable development targets in a new report.

But the UK Centre for Economic and Environmental Development warns that ICT is being “surprisingly overlooked” as a key enabler for sustainable development and calls for a more “joined up” approach between the UK’s regions and countries.

The CEED report, sponsored by BT, examined the sustainable development and other relevant strategies of every English region, Scotland and Wales.

It recommends better sharing of best practice and more integration across regional boundaries and says that, despite the growing importance of sustainable development in national and regional politics, there is “little consistency in the way it is addressed”.

The *Making Sustainability Real: A Challenge for Regions* report says Scotland is currently developing policies which will place the country well ahead of most others in terms of aspirations and targets.

It cites the proposed 80 per cent reduction in greenhouse gases by 2050 in

the draft Climate Change Bill as one world-leading example.

But around the UK, ICT should be re-assigned a higher priority and be better integrated with policies in areas such as transport and energy.

The report states: “There is some interest in the role of ICT in reducing the need to travel, although only a few strategies make a clear link between ICT and sustainable development.”

Transport Scotland is described as “a notable exception”, and is recognised for developing the UK’s first comprehensive travel plan to take carbon emissions reduction as its starting point, underpinned by an ethos that “the greenest mile is a mile not travelled”.

Scotland is also hailed for actively promoting smart measures such as teleworking, leading to a higher proportion of teleworking than other UK regions (13.5 per cent compared to a UK average of 7.4 per cent).

Brendan Dick, BT Scotland director, said: “We believe this report is a useful contribution to the debate on sustainable development. There are some excellent initiatives being undertaken – but we must make sure that successful projects are taken up across the UK as a whole, not just in one region or area.

“In our experience ICT plays a vital role in sustainable development, significantly reducing travel and helping people achieve a good balance between work and home life. More than 10,000 BT people work from home and 64,000 more are equipped to work flexibly.

“Conferencing by phone and internet is another major contributor to sustainability, last year saving at least 97,000 tonnes on BT’s carbon footprint and eliminating 860,000 face to face meetings. Such use of ICT also boosts the bottom line, which is good news for businesses in the current financial climate.”

The full report can be **downloaded online**.

## Homework help for managers

**BT Business has launched a new guide to help managers make a success of home working by their employees.**

New research suggests that 88 per cent of managers have never received training on how to manage remote workers and are not familiar with their IT requirements.

This can leave remote workers feeling ‘out of the loop’ and overlooked. The new guide, the *Remote Manager’s Toolkit*, is designed to help close the gap in skills.

Nearly three quarters of businesses currently offer their staff the opportunity of remote and mobile working, and this is set to increase.

An extra 4.5 million UK staff will soon gain the right to request flexible working under Department for Business, Enterprise and Regulatory Reform plans.

The lack of management expertise risks promoting feelings of isolation amongst remote workers and encouraging a long-hours culture, where staff feel that coming in early, staying late and battling on when they are ill is expected.

The BT research found that almost a quarter of employees worried about being seen as skivers if they worked from home,

even though most feel they are more effective when working from home.

Almost half worried about missing out on the social aspects of office life, and one in five said they lacked the IT support to work from home effectively.

Bill Murphy, managing director of BT Business, said: “Work is no longer a place you go, but something you do. Information and communications technology has provided the means for millions of people to work remotely yet many businesses are hampered by outdated management techniques.

“We’ve seen huge benefits from remote working for many years internally at BT, which is why we have created this definitive toolkit aimed at equipping managers to help their workers truly take their office anywhere.”

The guide can help businesses enjoy the benefits of remote working, whilst overcoming challenges such as team collaboration, performance monitoring and worker isolation.



It gives advice about using tools such as conferencing and shared work spaces, making the most of efficiency savings and motivating employees using new styles of collaborative working.

The *Remote Manager’s Toolkit* was produced in conjunction with a panel of flexible working experts, and written by the Centre for Future Studies.

# Technology is ‘essential’ to growth

**Scotland’s ICT leaders are joining forces to highlight how information and communication technology can boost the Scottish economy.**

The ICT Forum for Scotland brings together companies such as BT, Microsoft, Oracle and Cisco with the Scottish Government, universities and Scottish Enterprise.

In its first major report, *Unlocking ICT’s Potential to Boost Scotland’s Economic Growth*, the think tank says Scotland plc needs to sharpen up its ICT act.

It calls for strong leadership and swift action by the Scottish Government and urges Scotland to boost IT investment to keep pace with other small European countries.

Forum member Martin Southern, of BT, said: “We have found that almost *half* of the productivity growth in the European Union has come through the exploitation of ICT.

“If Scotland aspires to raise its growth rate and join the ‘Arc of Prosperity’ countries of Scandinavia, Ireland and Iceland then we need to fully exploit our ICT infrastructure – and do it better than our competitors.”

The report recommends the Scottish Government kick start an action plan based on four key areas (see panel). It also suggests appointing a technology champion to oversee a national IT agenda, sets out how to address shortages in the ICT skills base and touches on the use of IT in tackling climate change.

For copies of the IT Forum for Scotland report *Unlocking ICT’s Potential to Boost Scotland’s Economic Growth* please **contact us**.

## The report recommendations:

- **Create a culture change** so that Scotland’s citizens, businesses and public sector organisations see smart exploitation of ICT as a critical enabler of economic success.
- **Educate** people of all ages to provide the skills, tools and confidence they need in order to exploit ICT, and share insights from the best projects in Scotland and around the world.
- **Ensure a vibrant supply-side** by developing and maintaining the conditions for Scotland’s ICT sector to thrive, and by ensuring that our ICT infrastructure remains world class.
- **Benchmark**, so that the policy approach is informed by a sound understanding of where we are, where we need to be, and how we are progressing compared to our international competitors.

## Agencies explore hi-tech care options

**Staff from the City of Edinburgh Council and NHS Lothian have been exploring how hi-tech solutions could help make a real difference to the lives of patients who need long term care.**

They took part in an innovation forum hosted by BT in Edinburgh to hear how tele-care can both improve care and give control back to the patient using systems which allow them to safely live on their own.

With a rising population of vulnerable, elderly and chronically ill people, there is a need to look at new ways of enabling them to remain independent in their own homes. Already around 70 per cent of the total NHS budget goes towards the treatment of people with long term conditions and tele-care is one way ahead.

In Liverpool, BT has worked with partners to pilot a new advanced tele-care system for monitoring older people, which includes systems that automatically switch on lighting for night visits to the bathroom and, for high dependency clients, intelligent sensors that detect if cleaning or meal services have been provided.

At the workshop, Edinburgh Council and NHS staff saw how tele-care is able to support chronically ill patients by using technology to record health indicators, such as blood pressure and blood sugar levels, in their own homes.

Devices collect readings from patients, helping them to understand how everyday activities such as exercise, a glass of wine or attending a party can influence their wellbeing. Understanding the impact of their lifestyle on their condition helps people manage it more effectively and avoid unwanted emergency trips to hospital.

Ultimately this will help to reduce pressure on social workers and NHS staff and help patients to stay independent.

## Scottish football fans score with BT Vision

**BT Vision is offering Scottish football fans more Clydesdale Bank Premier League games on matchday than any other service.**

A free subscription to premium sports channel Setanta Sports 1 is also available with new viewing packages, which start from £14 a month.

The exclusive agreement with the Scottish Premier League to show 28 SPL near-live games was unveiled at Hampden Park.

Former stars of Scottish football Mark Hateley, Jose Quintongo and Darren Jackson (pictured left to right) helped to launch the deal.

BT Vision viewers can already watch 60 live Clydesdale Bank Premier League games every season, or catch games later on-demand. The matches covered by the latest deal are available from 10pm on matchday.

Dan Marks, BT Vision CEO, said: “This is a fantastic deal for the armchair fans who follow all 12 teams competing in the Clydesdale Bank Premier League.

“Our exclusive contract with the SPL demonstrates

BT Vision’s determination to be the TV service Scottish fans choose if they want to see their favourite sport and teams at a time and price that suits them.”

More information is **available online**.



## Sites of special scientific interest go online

**BT has played a pivotal role in helping Registers of Scotland (RoS) launch an online register showing Sites of Special Scientific Interest (SSSI) in Scotland.**

The new register holds information on all SSSIs across Scotland. "Our team worked closely with both RoS and Scottish Natural Heritage (SNH) to develop a user-friendly and accessible online system that will enable solicitors and members of the public to find information on land with SSSI status," said Mark Hawes, director of BT's strategic ICT partnership with RoS.

The register, which is free of charge to all, enables users to search for information on SSSIs using either a map or by entering search criteria such as a town name or postcode.

A change in the Nature Conservation (Scotland) Act 2004 led to RoS adopting the register from SNH. SNH will continue to designate SSSI and pass all relevant information to RoS.

James Meldrum, Keeper of the Registers of Scotland, said: "We are delighted to be maintaining this new, online SSSI Register, which will make it even easier to access legal information about Scotland's sites of special scientific interest".

Stewart Pritchard, SNH said: "We are very pleased to see this new register come online. It will be particularly useful for people carrying out property searches, whether they are owners, potential buyers or their professional advisors."

There are about 1,440 SSSIs in Scotland covering more than one million hectares or some 12 per cent of the country.



Members of the joint project team in front of Arthur's Seat Volcano SSSI in Edinburgh [l-r] BT's John Dixon and Chas Green; Stephen Dora of the Scottish Government; Stewart Pritchard and Douglas Tudor of SNH; Alison MacGregor and Andy Smith of RoS.

## Climate change plans get warm reception

**BT Scotland Director Brendan Dick has launched his year as The Prince of Wales's Ambassador for Corporate Responsibility in Scotland with a reception at the Scottish Parliament.**

Brendan was named as HRH's newest recruit at Scottish Business in the Community's annual Awards for Excellence earlier this year. He presented his plans to champion the environment at the event hosted by Stewart Stevenson, Minister for Transport, Infrastructure and Climate Change.

He pledged to use his time as Ambassador to champion the role business has to play in meeting the Scottish Government's ambitious climate change targets.

Brendan said: "Businesses increasingly understand the challenges and opportunities that climate change presents. But how do we build business and protect our planet? Is business getting enough support and information to reduce emissions? Is there too much emphasis on the responsibility of business and not enough on the public sector? These are the sort of questions that business people are asking.

"The Government will want to provide answers that allow businesses to plan for the long term in a consistent framework, and I hope that my year as ambassador will enable constructive dialogue, opening up the lines of communication between Scottish business and Government, and ultimately lead to significant progress in actions and outcomes."

The reception, around the theme of *Building Business, Protecting the Planet*, stimulated the debate between business and Government on how the two can collectively tackle the climate change issue.

Brendan and the Minister addressed key stakeholders from business, public sector and environmental organisations before delegates took the opportunity to pose their burning questions on the issue.

Samantha Barber, CEO of SBC, said: "In a survey of delegates at our May Day Business Summit on Climate Change earlier this year we found that while many businesses (65%) understand and support the Government's 2050 targets, they also feel that they are being left to seek out the ways to achieve this on their own.

"The overwhelming majority (87%) feel that the Government is not doing enough to educate and guide them in the right direction. As SBC's Ambassador, we hope that Brendan can act as the voice of Scottish business and help to progress the dialogue between business and Government around one of the most pressing issues facing Scottish business today."

The reception was the first in a series of six ambassadorial events around Scotland to be hosted by SBC and BT Scotland in the coming year. Each event will focus on a specific issue related to the sustainable business agenda.

## BT volunteers win grants for community groups

**Community and charity organisations across Scotland have received cash grants or sports kit from BT to support their voluntary work.**

The latest round of donations from the BT Community Champions programme saw grants and kit worth £5,820 distributed between 21 groups where BT people are active volunteers.

Local recipients included the Ayrshire Fiddle Orchestra in Prestwick, the Kingdom of Fife Group of Advanced Motorists in Kirkcaldy and St Andrew's Ambulance Association Youth Development Group in Glasgow.

BT believes that volunteering not only boosts the development of local community groups, but can be a rewarding experience for individuals. The Community Champions scheme supports and rewards the voluntary work of employees who commit time, energy and talent to benefit society and their communities.

Hazel Crighton, a BT billing adviser in Dundee who volunteers as deputy commandant with St Andrew's Ambulance Association and is a rep for its Youth Development Group in Glasgow, said: "Being rewarded by my employer for my voluntary work is a great feeling.

"This award provides twice the recognition, as seeing the community connect and grow through my group's activities is an enormous reward in itself. It's great that BT encourages employees to get involved with voluntary work as it is both enjoyable and fulfilling."