Insight into Business and Public Sector
Welcome to Business and Public Sector

Business and Public Sector provides communication services for businesses, government and public sector organisations in the UK and Republic of Ireland (RoI).

We offer a wide choice of fixed, mobile and IT services. These range from simple standalone products to managed services and complex customised solutions.

By working through this module you’ll learn some basic facts about us.
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Who we are.

We’re 12,000 people. 
Serving 1.2 million customers.

We’re passionate about helping businesses of all sizes, government and public sector organisations in the UK succeed. From large Government departments, big household names and public service organisations right through to small businesses and new start-ups, we help bring organisations closer to what matters most to them.
What we do.

We put the fixed and mobile telecoms and IT services our customers need together in compelling, reliable and easy to use products and propositions.

A number of key customer delivery teams make up Business & Public Sector, supported by HR, Finance, Legal and CIO functions...

**Major & Public Sector** - look after larger companies that do business with us mainly in the UK. They also manage our business and public sector relationships with Government, working with the increasingly devolved regional public sector agenda across the UK. This also includes our successful business operations in Ireland.

**Corporate** support 98% of the FTSE 100, along with thousands of other businesses, to keep ahead of constantly changing business requirements through innovation in both service and technology.

**Small & Medium Enterprises** serve over 1.1m UK SME customers to help their businesses thrive.

**Customer Service and Solutions Delivery** provides service and delivery support for Business and Public Sector customers.

**Digital, Product and Strategy** teams are responsible for product management, marketing, digital & online services as well as strategy & business transformation.
Where we’re going.

Business and Public Sector plays a vital role in BT’s overall purpose – to use the power of communications to make a better world.

Our customers are at the heart of everything we do. And every single one of those 1.2m matter – from the big household names on the high street, government and public sector organisations, right through to small businesses and new start-ups.

It’s only by broadening and deepening our relationships with the many customers we serve and by winning new customers, that we’ll achieve our ambitious growth goals.

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It’s not just about what we contribute to BT’s success - what we do for our customers and the wider economy is really important too. 
Graham Sutherland
CEO Business and Public Sector

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How we’ll get there.

Our strategy is to contribute to a growing BT by delivering sustainable profitable revenue growth.

There are five areas that drive our strategy – see right.

Find out more about our strategy [here].
Being part of our team.

In BPS, how we do things is just as important as what we do. We feel incredibly lucky that we have more than 12,000 people who choose to come and work for us every day and help us deliver for customers so we want to make sure your experience is driven by our Values of Personal. Simple. Brilliant.

At the heart of our culture we believe in the principles of playing to win, teamwork and having the courage to make decisions and take ownership of the issues we see.

For our people we’ll demonstrate we’re serious about this through the people we recruit and promote, in how we recognise and incentivise our teams and also how we empower people to make the right decisions for the right reasons.

We also feel strongly about give back, which is why you’ll see us support and promote opportunities to volunteer as well as designing socially responsible products and services.