

Spring 2018

TechKnow

Invest for growth

Scale-up for the digital workplace

Perhaps it's time to open a new office, but it doesn't mean you have to duplicate infrastructure and staff. With the right technology, a branch office is easier than you think...

Also inside:

Mobilise your workforce

Maximise agility and productivity



Get serious about security

Identify the chinks in your security armour





All your IT needs from a company you know and trust...

Our range covers networking, components, servers, storage, laptops, PCs, tablets, printers & consumables, AV (Audio Visual) solutions, software, headsets, smartphones, and complete infrastructure solutions. We don't just sell IT hardware... we can deploy, install, manage & control devices too.



30+ years of experience



Logistical excellence



Focused on right 1st time

Find inspiration today...

We've packed this issue with new ways of pushing your organisation's IT strategy forward. Whether you're simply refreshing devices, or planning a larger IT project, we'll be there for the moments that really matter. Take a look inside to discover more...

Articles...

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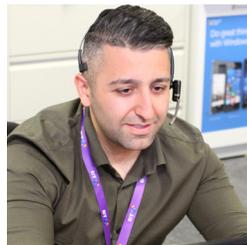
We can offer you:

Huge range of 35,000+ IT and tech products from the world's leading brands with next day delivery available on most lines.

Stock bonding, call-off & roll-outs so you can avoid storage problems for large projects and take delivery in phases.

Versatile payment options for a range of flexible ways to pay; including credit accounts and leasing solutions. We also accept Procurement Card.

Need advice? Call one of our teams today... **0870 429 3090**



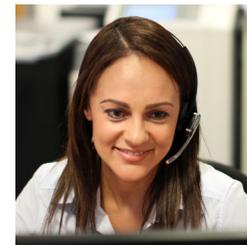
Davit Gambo
IT Specialist Team

"Our team can help you with your everyday IT needs and can offer advice to help you choose the right products"



Joshua Cormican
Licensing Specialist Team

"Our team can help take the mystery out of volume licensing, we'll make sure you get the best solution for the right price"



Rachael Gusterson
UC Specialist Team

"Our team can provide the advice, integration skills and applications you need so you can communicate at your best"



Eric Perry
Technical Sales Resource Team

"Our team can design a bespoke solution that suits the needs of your organisation"

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Download the TechKnow app!



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Mobilise your Workforce

The way we work is constantly evolving. The idea of a traditional workforce has changed forever and for businesses today, it's more important than ever to stay agile and embrace the mobility revolution.

For your people, flexible working can bring a healthier balance of work and home life, allowing them to stay productive anywhere and maximise their working day.

Increased cyber-crime and electronic threats, plus the enforcement of the new GDPR regulations in May this year mean your challenge will be how to monitor when, where and how people are using their devices and making sure it's all governed and secure. Add to this the headache of rolling out updates and changes across your entire business IT estate and you could feel overwhelmed. That's where we can help.

Let us guide you through the different approaches to managing and controlling your device estate and showcase a range of products which will enable you to balance the needs of your business with the needs of your people.



- ✓ Empower flexible working
- ✓ Maintain productivity
- ✓ Stay governed and secure
- ✓ Manage updates easily



Surface family

Solving the productivity puzzle for your agile workforce



To be able to work and create freely, your people need to have access to powerful, next-gen mobile tech that delivers versatility and increases performance. The Surface family from Microsoft is designed with all these things in mind and engineered to deliver the best experience with Office and Windows 10 Pro.

Designed for the Windows 10 Creators Update and the latest version of Microsoft Office, Surface devices are intuitive, high-performance tools that help your people to express their creativity, wherever they are, and also give you confidence with their enterprise-grade security features. All these things combined can elevate the way you do business. Surface devices have been built from the best of the Microsoft ecosystem to meet the needs of any modern business.



Surface Pro

Re-engineered from the inside out to deliver more of what your teams want and need. The new Surface Pro, now available with LTE Advanced¹, brings the best in seamless connectivity. Use in laptop, studio or tablet mode for uncompromising mobility.

Learn more - bt.com/techknow/surfacepro

- Up to 13.5 hrs battery²
- Up to 16GB RAM
- Up to Intel® Core™ i7

Surface Laptop

Elevate the way you do business and solve the productivity puzzle as your people are able to breeze through tasks with a high-speed processor and be mobile for longer with up to 14.5 hours battery life².

Learn more - bt.com/techknow/surfacelaptop

- Up to 13.5 hrs battery²
- Up to 16GB RAM
- Up to Intel® Core™ i7



Surface Book 2

Powerhouse performance to handle your toughest work days, with superior graphics and fast storage. Beautifully designed, the Surface Book 2 adapts to the way your people work and will integrate seamlessly into your IT estate.

Learn more - bt.com/techknow/surfacebook2

- Up to 13.5 hrs battery²
- Up to 16GB RAM
- Up to Intel® Core™ i7

1. Service availability and performance subject to service provider's network. Contact your service provider for details, compatibility, pricing, SIM card, and activation. See all specs and frequencies at surface.com

2. Battery life varies significantly based on settings, usage and other factors

Be your most productive. Anywhere



To make sure that the quality of the work that your people produce is the same high standard no matter where they are working, they need the right tech. We've brought together a range of laptops that have all the functionality of a desktop but with all the portability that your people need.

Lenovo ThinkPad T480s

Light, thin, and built to perform anywhere, the ThinkPad T480s delivers what your users need, when they need it. Powerful processing and Dolby® Audio Premium™ take functional efficiency to new heights. In addition, the enhanced security features maintain maximum protection and peace of mind wherever your workforce roams.

Learn more - bt.com/techknow/thinkpadt480



Lenovo ThinkPad Yoga X1 380

With its 360-degree hinge, the ThinkPad X1 Yoga moves with each user. The phenomenal HDR display option delivers vivid and true-to-life visuals. The integrated ThinkPad Pen Pro provides the perfect outlet for creativity, and FIDO authentication capabilities take security to the next level.

Learn more - bt.com/techknow/thinkpad



1. Battery life will vary depending on various factors including product model, configuration, loaded applications, features, use, wireless functionality, and power management settings. The maximum capacity of the battery will naturally decrease with time and usage.
 2. Windows 10 MM14 battery life will vary depending on various factors including product model, configuration, loaded applications, features, use, wireless functionality, and power management settings. The maximum capacity of the battery will naturally decrease with time and usage. See www.bapco.com for additional details.
 3. Image shown is the Toshiba Portege X30 and is for illustration purposes only. Other models are available.

Dell XPS 13

Smaller, thinner and lighter than before, the new XPS 13 is still the smallest 13.3-inch on the planet. Compact, light and ultra-portable. Don't let its size fool you though, it's also the most powerful 13.3-inch in its class. Plus with up to 19 hours, 46 minutes of battery life¹ it's perfect for when your users are working away from the office.

Learn more - bt.com/techknow/DellXPS



All the Dell products in this publication are custom-built when you place your order and images are for illustration purposes only. For more information, please speak to our team of IT specialists.

Windows 10 Pro means business.



HP Elite x360

With 360° of versatility across five modes, comprehensive security, and up to 16 hours and 30 minutes of battery life², the thin and light HP EliteBook x360 1030 is the perfect portable PC for highly mobile professionals. Wherever your business takes you, set a new benchmark for mobile working.

Learn more - bt.com/techknow/hpelitex360



Ultrabook, Celeron, Celeron Inside, Core Inside, Intel, Intel Logo, Intel Atom, Intel Atom Inside, Intel Core, Intel Inside, Intel Inside Logo, Intel vPro, Itanium, Itanium Inside, Pentium, Pentium Inside, vPro Inside, Xeon, Xeon Phi, and Xeon Inside are trademarks of Intel Corporation or its subsidiaries in the U.S. and/or other countries.

Toshiba Portégé X range³

Choose the right device to meet your needs. The 12.5" Portégé X20W 2-in-1 instantly converts from a laptop to a pen-equipped tablet, while the 13.3" Portégé X30 laptop weighing just 1.05kg and with up to 18.5 hours battery life¹ is perfect to keep your users mobile. Whichever device you choose, the X Series won't let you down. All devices are supported by the Toshiba Reliability Guarantee.

Learn more - bt.com/techknow/toshibaxrange



TOSHIBA Leading Innovation >>>





Let us help you stay ahead with your IT estate roll-out and device control



We offer a huge range of devices from all the top brands and as your IT service provider we can roll out large scale deployments.

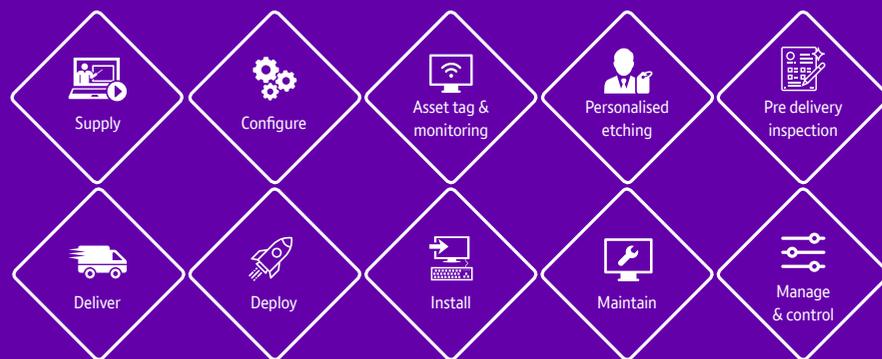
Productivity and performance	Control and protection	Unified Communications
Let us provide the right devices, tailored to the needs of your people. Plus we can make sure they're ready to go straight out of the box	We've got lots of solutions to help you stay in control by keeping tabs on when, where and how your people are using their tech	Our dedicated UCD team can help you choose innovative products and solutions to drive your voice and text based communications

Let us:

- Configure devices to your exact specification
- Load your organisation's corporate image to devices
- Asset tag and record serial numbers
- Personalise devices with etching to deter theft
- Complete a pre-delivery inspection (PDI) to minimise dead-on-arrival devices that can disrupt your roll-out schedules



Our capabilities – devices, deployment and control



Stay in control with Intune

Give your people access to the tools that make them the most productive on any device, safe in the knowledge that your organisations data is protected. You stay in control, without the need for clunky work-arounds or additional apps.

With Intune you get flexibility on how you manage mobile productivity. Delivered from the cloud, Intune is a future-proof choice that will solve your needs today and easily scale as your needs evolve and change in the future.

Meet your data protection needs while delivering the best user experience



Help your people stay productive and secure



Get unparalleled Office mobile app management



Select from a variety of management scenarios



In today's modern device landscape, it's more complex than ever and you're faced with a number of challenges to keep your data secure, especially when you throw employee-owned and foreign-owned devices into the mix. With Intune, you have choices so you can choose whether to use device management, app management or a combination of the two. You can tailor it to meet your specific needs. Because Intune is built from the cloud, getting started is easy and affordable and will grow with your organisation.

Learn more - bt.com/techknow/intune

Call our IT Specialists on 0870 429 3090



Unified Communications

The way we work is changing. New technologies have enabled greater mobility and are shaping the business landscape. Mobile and flexible working is increasing because of dispersed business locations, the need for convenience for your people, and increasing environmental pressures to reduce the need for transport and travel.

Unified Communications (UC) can mean different things to different people, but it's not a single product. It's a complete solution. It's the integration of communications to optimise business processes and the ability to manage those communications across multiple devices and applications.



Embracing the change and implementing a strong UC strategy will offer multiple benefits to your organisation. By allowing your people to connect, communicate and collaborate in a more natural way, you'll enable:

- ✓ Quicker decision making
- ✓ Improved engagement and productivity in your workforce
- ✓ Reduced travel costs
- ✓ Increased availability and agility in your workforce

Whether your workforce is desk or field based (or a combination of both) the benefits will still apply. That's the beauty of UC.

Wherever you are on your journey towards UC utopia, let our dedicated team help you make the right choice for your UC hardware and solutions. We can help with volume roll-out and refresh programmes (including hygiene refresh), without overlooking simple fulfilment of your day-to-day requirements. We bond and hold stock, distribute multi-site, buy back old headsets, handle returns/swap outs and even provide next day delivery on most lines.

We're BT's centre of excellence for UC devices	
Wired and wireless headsets	Conference and speaker phones
Presence and communications tools	Webcams, conferencing and collaboration solutions
Mobile phones and tablets	Full range of accessories

Jabra – Powerful at work



Jabra Evolve 75e

How many times have you been sat at your desk in an open plan office, noisy colleagues all around you, trying to concentrate on a conference call or participate in a Skype meeting?

We can't always control our environment, but the Jabra Evolve 75e wireless earbud headset gives you back control over your conversations and lets you fully concentrate, whatever the noise around you. Really focus on the task at hand with Active Noise-Cancellation and an integrated busy light to let your colleagues know you don't want to be disturbed. The Skype certified, three microphone technology creates a unique "talk zone" which makes sure you're heard while all other nearby voices and ambient noise are filtered out.

Featuring Smart Controls - just five simple buttons give you quick control of calls and music and a smart button for one-touch access to Siri® or Google Now™.

All Jabra USB headsets are compatible with the most popular online voice call services and work straight out of the box¹. Combined with the multiple fitting options, you have perfect sound quality with great comfort.



- 2 hours charging time
- 14 hours battery life
- Smart controls
- Bluetooth/Wireless
- Active and passive noise cancellation

Learn more - bt.com/techknow/jabraevolve75

Streamline your device management and reduce costs with Jabra Xpress

Jabra Xpress is an online service, designed for IT professionals to easily mass deploy and manage Jabra USB audio devices quickly and cost-effectively.

Easy mass deployment
Simplify your migration to Jabra headsets, save time and accelerate UC adoption.

Smart asset management
Take control of your Jabra audio devices and gain efficiency.

Agile maintenance
Enhance your user satisfaction and productivity and maximise your headset ROI.



Learn more - bt.com/techknow/jabraxpress

1. Jabra is certified with all major communication platforms (for full list visit <https://www.jabra.co.uk/business/for-your-platform>) but as a minimum, all Jabra USB devices will work as audio only

Collaborate. Communicate. Connect

plantronics

Plantronics Manager Pro

Whatever the size of your organisation, whether you have tens, hundreds or even thousands of headsets to manage, dealing with individual needs or concerns can be time consuming and labour intensive for your IT team. Until now, rolling out new headsets and managing user adoption could be a real challenge.

Practical insights at a glance

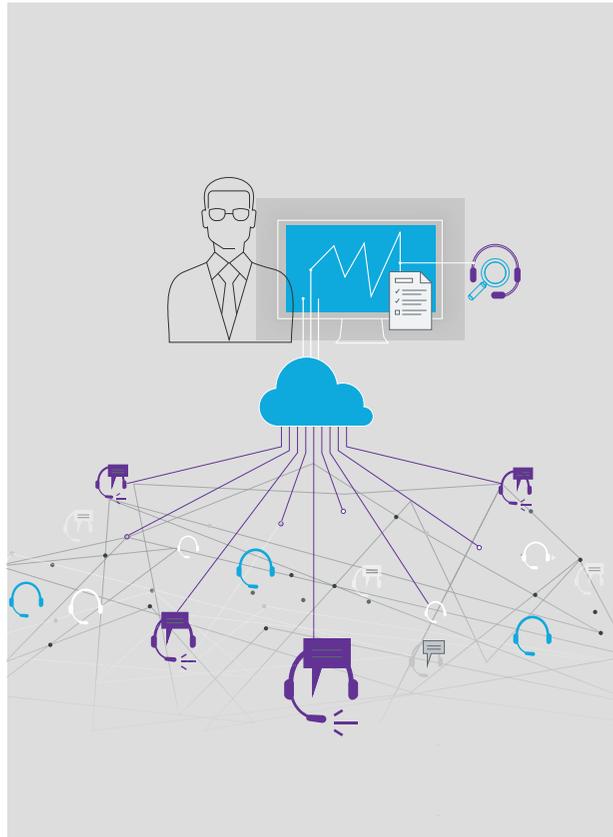
Plantronics Manager Pro (PMP) offers a powerful, web-based solution. Using cloud based architecture you can configure settings and update audio software and firmware. Predictive reporting tools will provide new insights into your communications environment. These tools help ensure communication and collaboration applications are deployed correctly.

Peace of mind

Keeping up with industry regulations governing communications devices can be a difficult task. With the ability to monitor audio devices, your IT teams can ensure that your organisation's suite of headsets meet regulatory compliance requirements.

Better control. Accelerated adoption

For your people, they barely notice their headsets until there's something that needs adjusting or fixing. The easy to use tools will empower your IT teams to proactively manage the performance of every Plantronics headset across your organisation. They'll be able to configure your devices to make them plug-and-play and maximise productivity by giving your users what they want, when they need it.



For more information about
Plantronics Manager Pro

Speak to our UC Specialists

0870 429 3888



BT Finance and Leasing



Does your organisation need new tech, but you're worried about making your budget stretch? Leasing offers the ideal solution.

Tax efficiencies

By choosing to lease your new equipment rather than purchasing it outright, your organisation could reduce its taxable profits so you keep hold of your cash for longer.

Spread the cost

Leasing allows you to get the tech equipment you need now, but spread the cost over a term that suits you. You can add to, upgrade and update your IT estate so you always have the latest tech and don't have to compromise on what you need.

Protect your credit lines

We'll find the most appropriate funder to suit your needs and your budget. Any existing bank loans, overdraft facility or credit cards are protected when you choose to lease.

Easy budgeting

Right from the start you'll know what you'll be paying and when. There's no interest rate variances and no hidden costs - budgeting couldn't be simpler.



Leasing - the facts...

- Our experts will happily talk you through the various finance options available
- Funding is arranged by BT Finance Leasing but credit is provided by specifically selected funders chosen for their experience in the IT marketplace
- Terms and conditions apply and finance is granted subject to status

Contact your account manager or one of our IT specialists on **0870 429 3090** to find out more

SAMSUNG

Samsung Flip – the versatile digital display

Create a collaborative space wherever you are. Samsung Flip turns any space into a meeting room – so whether you're brainstorming new ideas, presenting important business updates or collaborating on projects, there's no need to find a dedicated meeting room. Perfect to organise team huddles and brainstorming sessions wherever suits you, thanks to Samsung Flip's movable stand?

Quicklinx
DCQFTK00



Samsung Galaxy Note8

Now when you leave the office, your whole business can go with you. The versatile S-Pen lets you sketch, edit and comment on the go – even create handwritten messages and animated GIFs.

Quicklinx
D36STK00



1. 4G IN MORE PLACES THAN ANY OTHER UK NETWORK: Based on results from the RootMetrics® UK RootScore® Report: H1 (Jan – Jun 2017). Tested at locations across the UK with the best commercially available smartphones on 4 national mobile networks across all available network types, conducting over 23K randomly sampled test cycles. EE tests carried out using 4GEE Max tariff with uncapped speeds. Your experiences may vary. The RootMetrics award is not an endorsement of EE. Visit ROOTMETRICS.CO.UK for more details.

2. 4G speeds depend on location, number of users and plan. Check your coverage at business.bt.com/products/mobile/mobile-coverage or ee.co.uk/coverage. Compatible device required.

3. The Samsung Flip portable flat-panel floor stand is sold separately. To order, use QL:DCQGT00

Call our IT Specialists on **0870 429 3090**

Get serious about **security**

Security is one of the hottest topics in the IT industry right now. Companies who aren't GDPR compliant by 25th May 2018 risk fines of up to 4% of their global turnover. But it's not just about getting compliant for GDPR – it's about staying compliant too.

Security needs to be an ongoing commitment that's adopted across your whole organisation, because the chinks in your armour might come from an unexpected source. You'll need to consider things like print security and physical security such as CCTV cameras, in addition to how you store and protect your data. The good news is that there are lots of security solutions available to help you, along with our guidance and expertise.

Key facts about GDPR

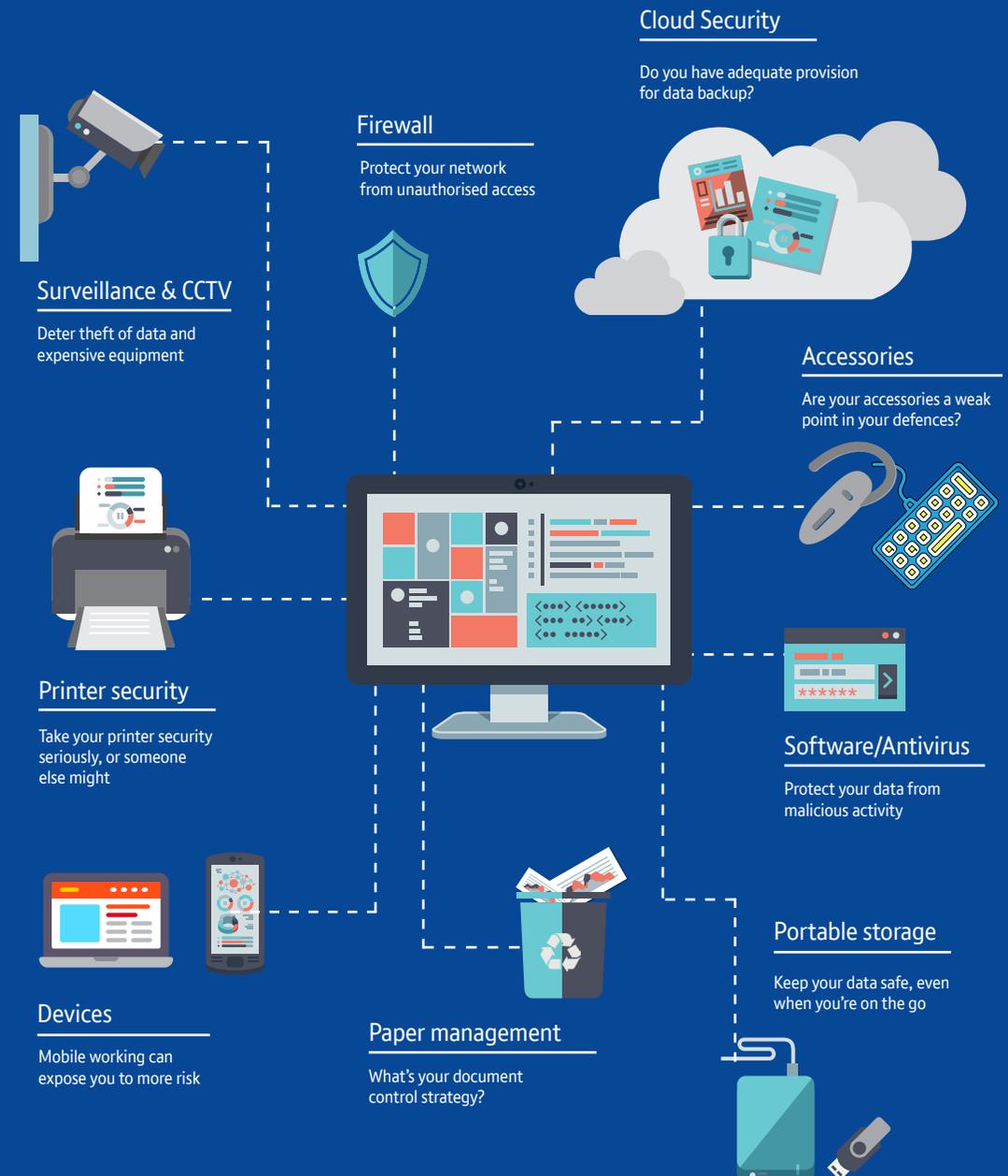
- GDPR comes into force on 25th May 2018 – so time is of the essence to ensure your organisation is compliant
- If you aren't compliant, your organisation can face fines of up to 4% of your global annual turnover, or €20 million – whichever is the higher sum
- GDPR affects ALL industries and organisations that process personal data – and this applies to both the public and private sector

Areas of security threats

Even the strongest security arrangements will have potential weak spots that can be exploited. You may have invested in protecting your PCs, but what about other IT kit such as printers, headsets, keyboards or indeed any technology where information is processed? Cyber attackers will specifically look for holes in defences, and they could lurk anywhere across your whole IT provision.

Where could the chinks in your **security** armour lie?

Improving security demands holistic thinking. Check the handy infographic below to help you consider the different areas where there may be room for improvement – and BT can help you with them all.



How can BT help?

Quite simply, we're a global leader in security...

We have an extensive range of resources and experience available to guide you when it comes to security. Whether you're worried about the imminent GDPR changes or want to future-proof your organisation against the latest security threats, we can help.

If you're considering a complete infrastructure security review, we can provide you with expertise from all parts of BT and work with you to deliver a complete end-to-end solution.

We can help improve security across your IT estate

With a huge range of products and solutions from the world's leading vendors, we can help you improve security across almost every aspect of your IT estate. Weaknesses might come from your network, devices, printers, software, storage or physical facilities, but we can close those gaps and protect your business.

Don't miss...

Free daily threat intelligence alerts

Receive daily updates that our security analysts are gathering and evaluating around the clock.

Subscribe now
bt.com/techknow/alerts

Free security whitepapers

Our whitepapers make for an interesting read about the whole issue of IT security.

Download now
bt.com/techknow/whitepapers



Why BT for security?

2,500 security practitioners



1,700 customers in



180 countries

We monitor and manage over

100,000 devices for BT and our customers



14 follows the sun SOCs



108+ registered patents and

190+ security papers



Our cyber defence operations unit

provides insight ahead of and during security incidents



We've got a ringside view of cyber threats on the network



We protect BT from over 125,000 cyber attacks a month



Technology agnostic working with

20 partners

& over 200 security vendors

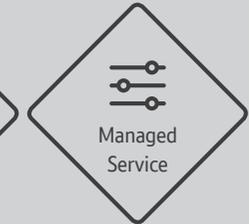
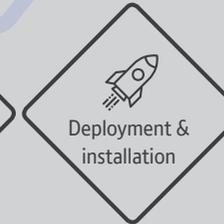


Don't be let down by your firewall

Cybercriminals are finding increasingly sophisticated ways to exploit holes in your security. Don't be let down by your firewall. Let us provide you with a firewall and security solution that you can trust, from one of our top partners. We can help you identify the right specification for your needs, arrange installation, configure, and provide support.

Learn more - bt.com/techknow/firewall

Whether you simply need hardware, or are looking for someone to deploy and install it for you, we can tailor our service to meet your requirements. We can even provide a complete managed service.



- We've been working with Palo Alto since 2011 and providing our security managed firewall together since 2016
- Our service integrates Wildfire cloud-based malware prevention, which is a key component of the Palo Alto Network next-gen security platform
- We're a diamond partner in EMEA and platinum partner in the rest of the world

Security without compromise



Under constant attack, organisations can't afford to choose between security and maintaining a high-performance business infrastructure. Businesses need an enterprise grade firewall solution that can close the gaps in their security defences, and is easy to manage.

Fortinet delivers an industry-leading, next-gen security solution that won't slow down your network – and it's all managed through a single pane of glass on one operating system.

Why BT and Fortinet?

- ✓ We're platinum partners with Fortinet, the highest level for Managed Security Service Providers
- ✓ We've been partners with Fortinet for over 11 years and together we've developed the comprehensive solutions that we offer to customers today

FortiGate/ FortiWiFi 60E Series

- A simple, affordable solution that's easy to deploy
- Designed for enterprise branch offices and mid-sized businesses
- Automatically stops targeted attacks and detects unknown threats
- Protects your business against known exploits, malware and malicious websites with continuous threat intelligence

Call our IT Specialists on 0870 429 3090

Enterprise grade protection isn't just for enterprise-sized businesses



Your network is under constant threat, and cybercriminals are always on the lookout for any weak spots in your security defences. Advanced firewall protection gives you peace of mind that your network is protected from attacks and your data is safe.

Check Point Next Generation Firewall can identify and control applications by user and scan content to stop threats.

Why BT and Check Point?

- We've been protecting networks together for over 16 years
- Check Point offers a full portfolio of market-leading security products and service solutions
- Advanced firewall protection with functionality to suit businesses of all sizes, from SME to enterprise
- Using Check Point, we offer next-gen functionality in anti-virus, anti-bot, URL filtering and control for Web 2.0 services. Plus advanced options for threat emulation and extraction

Check Point 700 Appliances

Advanced security. Uncompromising performance. For businesses of all sizes.

- ✓ Secure remote access for mobile workers
- ✓ Continuous security updates and clear usage reporting
- ✓ Easy to set up, offers instant protection for your business
- ✓ Provides reliable gateway security in a single, dedicated appliance
- ✓ Detects and controls application usage and enables safe internet use
- ✓ Supports advanced identity awareness for stress-free policy enforcement



Our IT Specialists are here to offer free, no obligation advice

0870 429 3090

Complete network security for small and medium-sized businesses



WatchGuard solutions provide complete network security, delivering Unified Threat Management (UTM) from a single appliance - Firebox. The new Firebox series is a high performing UTM solution, which means you can deploy a huge range of security features without affecting network speeds.

Monitor security threats

WatchGuard Dimension is included with all Firebox appliances, giving you a live view of your network security at a glance. This reporting tool identifies threats and network issues instantly, so you can act quickly and ensure your business is protected.



A comprehensive security solution

Your WatchGuard Firebox includes a comprehensive range of security features as standard, but you can also add different modules when you've identified those weak spots in your defences.



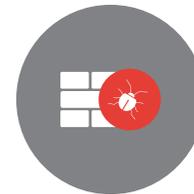
spamBlocker
Filter your mail for unwanted messages and prevent phishing



APT Blocker
Send dubious files for analysis, preventing advanced persistent threats



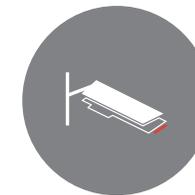
WebBlocker
Provides powerful content monitoring and control across your network



Gateway AntiVirus
Scan for viruses without affecting your network performance



Application Control
Granular control of applications, balancing security with productivity



Network Discovery
Create a visual map of your network and the devices connected to it



Intrusion Prevention
Reduce the zero-day threat of application exploits and buy time to deploy a patch



Data Loss Prevention
Block content containing specified information from leaving your network

Defend against threats where they occur first – on your devices



As the industry's first Secure Internet Gateway in the cloud, Cisco Umbrella provides the first line of defence against threats online, where they occur – on the device. Umbrella is delivered from the cloud, so it's affordable for businesses of all sizes and simple to deploy. Umbrella is the easiest way to protect users and their devices in minutes.



Learn

Intelligence to uncover current and emerging threats.



See

Visibility for activity across all devices and ports, anywhere.



Block

Stop phishing, malware and ransomware earlier.



Start protecting your users today with a 14 day free trial¹

Learn more - bt.com/techknow/ciscotrial

1. Your trial will end 14 days after you've activated your trial. The 14 days of your trial are consecutive and cannot be paused or transferred. There's only one trial available per organisation. This offer is open to IT professionals. The offer is open to new customers as well as existing Cisco Meraki customers but cannot be used by customers who already have Cisco Umbrella. For full t&c's, visit umbrella.cisco.com/terms.

Microsoft Enterprise Mobility + Security (EMS) with Intune mobile app and device management

Microsoft Partner

Microsoft Enterprise Mobility + Security provides a comprehensive mobility solution. It's designed to help you manage and protect your users, devices, apps and data in today's mobile-first, cloud based world.

Holistic, identity-driven protection

Productivity without compromise

Flexible, comprehensive solutions



Read more about protecting and empowering your organisation with EMS.

Learn more - bt.com/techknow/ems

With EMS and Intune you can empower your workforce to be productive on the devices they love, while still protecting your organisation's assets.

Individually, all the components in EMS provide cloud solutions for identity management, device management, data protection and much more. It's designed to work with your existing on-site technology and provide a holistic approach to security. It helps you address the sophisticated cybersecurity attacks that are being developed and which threaten your infrastructure.

Windows 7 support ends in 2020. Are you ready?



Upgrade to Windows 10 Pro for enhanced security

The end of extended support for Windows 7 is less than two years away, so if you're still running it, perhaps now's the time to think about upgrading. Moving to Windows 10 Pro on modern devices will give your users the best possible Windows experience yet – as well as upping the ante when it comes to boosting security. A refresh means your organisation will profit from all the security benefits that Windows 10 Pro has to offer, as well as the additional security features that device manufacturers have built into their modern device ranges.

What's new and improved from Windows 7 to Windows 10 Pro?

There's a whole host of new and improved features you can benefit from when you upgrade from Windows 7 to devices running Windows 10 Pro. Here are a few of the things not available on Windows 7 that can help your business stay protected from security threats, effortlessly.



Windows Information Protection

On Windows 10 Pro, you can use Windows Information Protection to control how your staff are using business data. For example, you can stop customer or financial data being copied into social media apps. This means your data is protected, but productivity won't be affected.



BitLocker + BitLocker To Go

Upgrading to Windows 10 Pro gives you peace of mind around security. And a lost or stolen device doesn't mean you'll lose your data along with it. BitLocker + BitLocker To Go encrypts data on your device's hard drive and even on USB drives, protecting your business information.



Windows Hello

With Windows 10 Pro, your staff won't have to remember passwords – they're the password. Windows Hello² is the fastest, most secure way to unlock their new device. It uses their face or fingerprint for authentication, and greets them with a friendly 'hello'. Plus it works on apps and Microsoft Edge websites.

2. Windows Hello requires specialised biometric hardware



Learn more - bt.com/techknow/win10

Secure your devices, data & identity

Running on Windows 10 Pro, HP Elite PCs have built-in security solutions that are simple to deploy, manage and use.



Experience Elite protection

Experience powerful security and manageability in an elegant design. From sleek laptops to compact desktops, powerful towers, and impressive all-in-ones, there's a perfect Elite solution for your organisation.

HP Elite range

Learn more - bt.com/techknow/hp-elite



HP Sure Click

Protect your PC from websites and in-browser .pdf files infected with malware, ransomware, or viruses¹.

HP Sure View Gen2

You never know who's looking over your shoulder. Protect your screen from prying eyes with HP Sure View Gen2².

HP Multi-Factor Authenticate Gen2

Fortify your security with up to three authentication factors including fingerprints and facial recognition³.

HP Sure Start Gen4

The hardware-enforced self-healing protection of HP Sure Start Gen4⁴ automatically recovers the BIOS.

HP Sure Run

Self-healing protection⁵ keeps apps and processes running even if malware tries to shut them down.

HP Sure Recover

With HP Sure Recover⁶, you can quickly and securely restore your PC using a network connection.

1) HP Sure Click is available on select HP platforms and supports Microsoft® Internet Explorer and Chromium™. Check <http://h20195.www2.hp.com/v2/GetDocument.aspx?docname=4AA7-0922ENW> for all compatible platforms as they become available. 2) HP Sure View integrated privacy screen is an optional feature that must be configured at purchase. 3) HP Multi Factor Authenticate Gen2 requires 7th or 8th Generation Intel® Core™ processor, Intel® integrated graphics, and Intel® WLAN. Microsoft® System Center Configuration Manager is required for deployment. Three authentication factors requires an Intel® vPro™ processor. Authentication factors may require optional hardware. 4) HP Sure Start Gen4 is available on HP Elite and HP Pro 600 products equipped with 8th generation Intel® or AMD processors. 5) HP Sure Run is available on HP Elite products equipped with Intel® or AMD® 8th generation processors. 6) HP Sure Recover is available on HP Elite PCs with 8th generation Intel® or AMD processors and requires an open, wired network connection. You must back up important files, data, photos, videos, etc. before using HP Sure Recover to avoid loss of data.

Secure. Sleek. Powerful.



Powerful security in a business laptop

Dell data protection and encryption protects your data across all endpoints, including external media and in public cloud storage. Stop advanced malware in its tracks, and set up a protected workspace with advanced authentication options.

Now you don't have to choose between style and security. The Latitude 7000 series is now thinner and lighter than ever. And with 8th Gen Intel® Core™ vPro™ processors, you can power right through your work.

Dell Latitude 7000 series

Learn more - bt.com/techknow/latitude7000



Do you use Word, Excel, Powerpoint and Outlook?
Don't forget to bundle Microsoft Office



Security and performance, perfectly balanced

Dell Latitude 7390

Running on Windows 10 Pro, the Dell Latitude 7390 is a laptop with a difference. Easily transition between multiple modes, including laptop, tablet, stand and tent. The 8th Gen Intel® Core™ Processors, up to i7 U Quad Core, help you power through your day, and the Latitude range can also be customised with cutting edge security features:

- Dell Data Protection | Endpoint Security Suite Enterprise stops malware before it can run
- IT can change BIOS settings and configure systems with the flexibility your business requires
- Protect data across multiple end-points with Dell Data Protection Encryption and enable IT admins to remotely manage encryption policies



Quicklink
DC7QTG00

All the Dell products in this publication are custom-built when you place your order and images are for illustration purposes only. For more information, please speak to our team of IT specialists.

Explore how a device refresh can help your organisation.

Speak to our IT Specialists

0870 429 3090

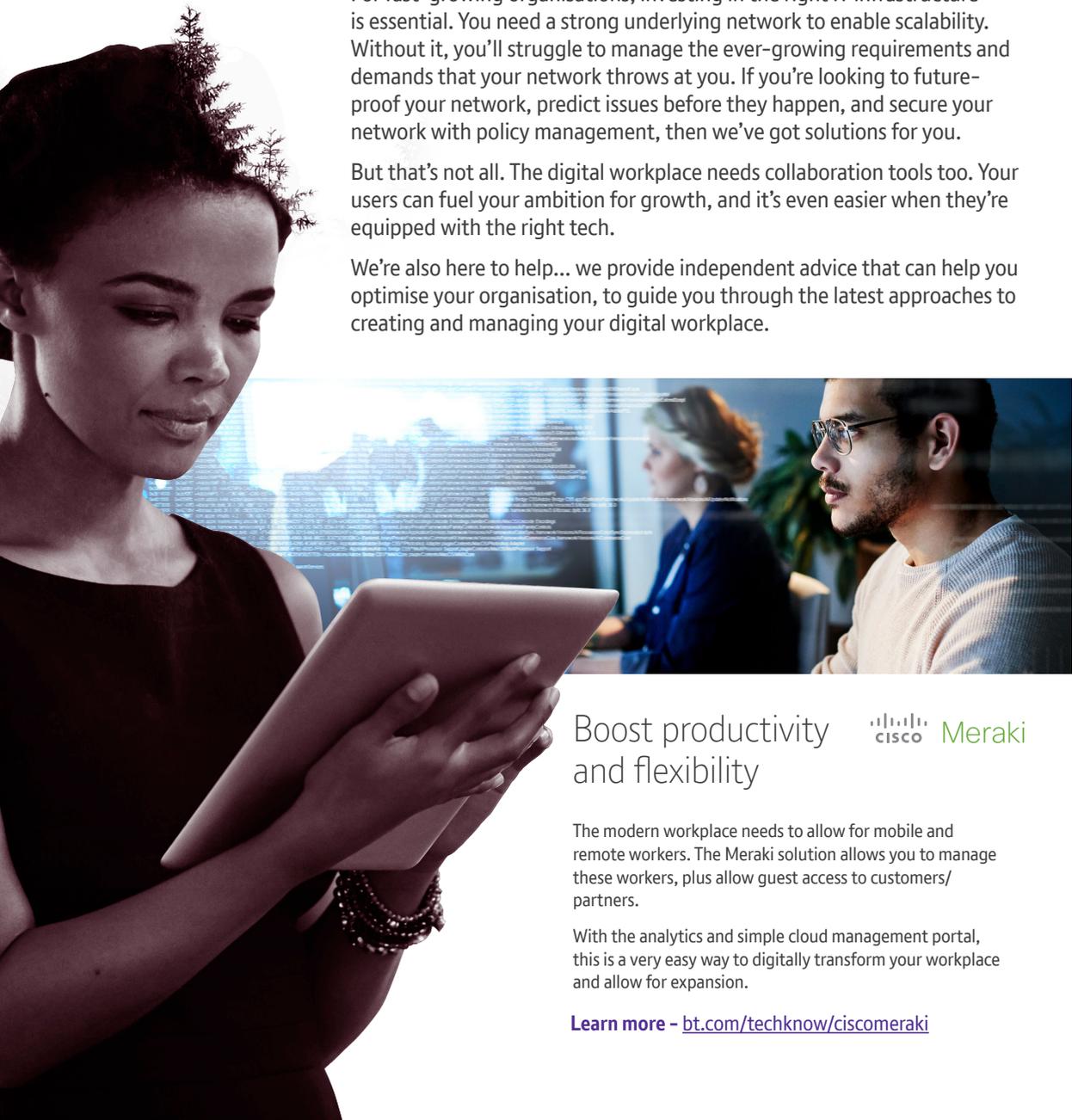


Scale-up for the digital workplace

For fast-growing organisations, investing in the right IT infrastructure is essential. You need a strong underlying network to enable scalability. Without it, you'll struggle to manage the ever-growing requirements and demands that your network throws at you. If you're looking to future-proof your network, predict issues before they happen, and secure your network with policy management, then we've got solutions for you.

But that's not all. The digital workplace needs collaboration tools too. Your users can fuel your ambition for growth, and it's even easier when they're equipped with the right tech.

We're also here to help... we provide independent advice that can help you optimise your organisation, to guide you through the latest approaches to creating and managing your digital workplace.



Boost productivity and flexibility



The modern workplace needs to allow for mobile and remote workers. The Meraki solution allows you to manage these workers, plus allow guest access to customers/partners.

With the analytics and simple cloud management portal, this is a very easy way to digitally transform your workplace and allow for expansion.

[Learn more - bt.com/techknow/ciscomeraki](http://bt.com/techknow/ciscomeraki)

Growing pains?
It's time to branch out



Virtualise your infrastructure

Perhaps it's time to open a new office, but it doesn't mean you have to duplicate infrastructure and staff. With the right technology, a branch office is easier than you think. Network virtualisation solutions can consolidate multiple physical networks into one virtual network. They can also logically segment a single physical network into multiple logical networks. Partitions can be added to rapidly scale the network for business needs.

Cisco networks allow you to build a flexible architecture to support the demands of cloud, mobility, Internet of Things (IoT) and security. You can decouple hardware and software to give you the flexibility you need to support your ambitions for growth.

Better connections,
new possibilities



Our nearly 30 year partnership brings a history of innovation, and experience of delivering network and IT solutions globally. During this time we have seen vast changes in the market, and customers have relied on us to deliver a service and set of solutions to support their needs quickly and efficiently.

Together we have the scale, reach, financial stability and deep history of innovating together. All this underpinned with our trusted networks and security. Working with BT and Cisco, you can trust us to help you design the digital future as it becomes a reality.

Customers who partner with BT and Cisco can:

- De-risk and accelerate their digital journey to 'as-a-Service' cloud solutions
- Discover reliable, secure and simple-to-use solutions
- Access one of the world's biggest and strongest technology partnerships
- Take advantage of cutting-edge innovation, bringing them the future of communications

Why should you virtualise?

By using network virtualisation solutions, network resources can be deployed and managed as logical services, rather than physical resources. As a result, you can:

- Enhance enterprise agility
- Improve network efficiency
- Reduce capital and operational costs
- Roll out new virtual network services in minutes on any platform



Connect, collaborate and share



A powerful and reliable network infrastructure opens up new possibilities for collaboration. Like using Surface Hub.



Unlock the power of the group and accelerate collaboration and innovation. Connect individuals, regardless of their location, to digital Whiteboard and integrated conferencing, apps, and more.

Learn all Hub features with a fun app

The 'A Surface Hub Tour' app is an easy-to-follow app to familiarise yourself with the Surface Hub's features and how you can get the most out of them through a hands-on, step-by-step, fun experience.

Download from the Windows Store today

High return on collaboration with Microsoft Surface Hub

According to a Forrester Total Economic Impact™ study¹, businesses using Surface Hub may achieve a 138% ROI (three-year, risk-adjusted calculation).

- 138% ROI
- 20% improved sales
- 15-23 minutes saved per meeting

Create and brainstorm with others

Bring teams together on a big screen and discover new ways to generate ideas. Ink directly and naturally on the Whiteboard, and capture all your ideas. Pull in multimedia and content from other apps - what happens next is creativity unleashed.

Collaboration for the modern workplace

Surface Hub transforms ordinary places into modern collaboration spaces. Connect multiple devices using wireless and watch your ideas come to life.

More engaging and productive meetings

Share content effortlessly and join Skype for Business meetings with a single tap. You can easily send meeting notes and content so your action plan is done in a snap.

1. The Total Economic Impact™ of Microsoft Surface Hub pdf - <https://c.s-microsoft.com/en-gb/CMSFiles/DigitalTransformation-en-gb.pdf?version=2a1f15b8-be14-101b-4f8e-eace21343f1>

[Learn more - bt.com/techknow/surfacehub](https://bt.com/techknow/surfacehub)

It started with one small step



If you're reaching for the stars, your users need legendary headsets to enable great conversations. Plantronics headsets are **Skype for Business** certified, so your users can stay in touch, wherever they are... just like Neil Armstrong.

Invest in Plantronics Manager Pro to manage your growing headset estate from anywhere

Whatever the size of your organisation, whether you have tens, hundreds or even thousands of headsets to manage, dealing with individual needs or concerns can be time consuming and labour intensive for your IT team.

With Plantronics Manager Pro, you can configure settings, update audio software and firmware, from anywhere.

[Learn more - see page 12](#)



Voyager Focus UC

Keep the focus on your conversation, not background noise, with the sophisticated noise cancelling and immersive stereo sound of the Plantronics Voyager Focus UC Stereo Bluetooth headset.

Voyager 5200 UC

Be ready to take the call, wherever you're connected. The Voyager 5200 UC Bluetooth headset offers Plantronics's most advanced, adaptive noise cancelling with WindSmart technology to reduce disruptive noise.



Voyager 8200 UC

Wherever you work, noise can be distracting. So whether you're in an open office or on a crowded flight, taking calls or listening to music, the boomless Voyager 8200 UC Bluetooth headset with active noise cancelling lets you focus on what's important, in comfort and style.



Plantronics made history when Neil Armstrong walked on the moon and uttered those legendary words: through a Plantronics headset.

Every word matters, clarity comes first



Growth isn't just about infrastructure, you need the right tools to enable relationships. Jabra understands what it takes to create best-in-class sound solutions. These are reflected in products that are engineered for you – giving you what you need for an unsurpassed calls and music experience.

Jabra Speak 710

Enjoy high-quality sound in a premium portable design for your calls and music with the Speak 710 speakerphone. It's the first truly professional and personal conferencing device with a Hi-Fi-grade speaker for crystal clear conversation and music.



- One touch button to easily pair two Speak 710 devices together for a full stereo experience for conference calls up to 12 people
- In-room coverage for up to 6 people
- Microphone picks up sound from all directions with HD voice
- Personalise your Speak with MS Cortana, Siri® or Google Now™

Jabra Pro 9460

The Jabra 9460 wireless headset enables employees to take calls from their desk & softphone with one headset.

- Easy pairing of headset & base, ideal for hot-desking
- Outstanding sound quality
- True wireless freedom
- Jabra's most secure DECT wireless headset



Compatible with your platform

All Jabra USB headsets and speakerphones work with all the most popular online voice call services.



Learn more - bt.com/techknow/jabra

People move, networks must follow



The nature of work is changing. We're seeing more collaborative environments, mobile workforces, and the use of smarter spaces. You need to harness new technology such as ultra-fast Wi-Fi, the Internet of Things, and mobile UC, to move your organisation, and the people in it, faster than ever before.

Accelerate your business with the mobile-first digital workplace powered by Aruba



Rethink your workspace design to embrace a mobile-first strategy

As you move to the digital workplace, it's critical to get your IT infrastructure ready. To meet the challenges, Aruba offers an integrated wired and wireless portfolio, with industry-leading advances in network management, security and analytics.

360° of protection from the edge to the core to the cloud

Mobility, cloud and IoT require a different design approach to connecting and securing the enterprise network – and Aruba's 360° Secure Fabric delivers three key security innovations:

- Secure, trusted network infrastructure
- Continuous monitoring and advanced attack detection
- Analytics-driven, closed-loop policy-based attack response

Learn more - bt.com/techknow/aruba

Call our IT Specialists on 0870 429 3090



TechPerks

Easy employee engagement through technology

Introducing TechPerks - a fully managed, end-to-end employee benefits programme, delivered by our finance partner Freedom Tech. It offers employers a compelling employee engagement proposition, which gives staff the chance to own desirable computing devices and other home electronics products in a really affordable way.



Salary sacrifice made simple with big potential savings for employees.

The TechPerks programme works via a salary sacrifice arrangement between the employer and the employee, in which the employee accepts a reduction in their gross pay in return for a non-cash benefit in kind. Buying in this way means employees could make significant savings compared to an outright purchase on the high street¹, whilst the monthly payments (usually spread over two years) make the programme even more attractive.

'TechPerks has had the highest take up of any salary sacrifice scheme in our business'

Stephanie Donaldson | Fleet and Benefits Co-ordinator | Anchor Trust

Benefits for employers:

- Helps improve employee engagement and retention
- Can complement your Bring Your Own Device ("BYOD") strategy
- Can help with your Digital Inclusion goals
- Easy to launch with light-touch admin for employers
- Full sign off and governance for employers
- Cash flow neutral

Benefits for employees:

- Wide choice of products from lots of big brands
- An affordable way to buy IT & technology products with no credit checks
- Fast delivery direct to employees' homes
- IT and technology products can be used by and benefit the whole family



TechPerks Case Study: Anchor Trust

Anchor are the largest not-for-profit provider of care and housing for the over 55s in England. They wanted to launch an online self-service HR solution for their people, but first, had to improve access to internet-ready devices.

Anchor chose BT's TechPerks scheme, which helped them increase technology ownership and digital inclusion within their team, all without impacting their own business costs.

"The programme was easy to set up and promote. The biggest benefit was paying monthly over two years. Through TechPerks, BT has brought real, tangible added value to our business", says Stephanie Donaldson, Fleet and Benefits Co-ordinator at Anchor Trust.

TechPerks at a glance

Employees choose from a wide range of desirable technology products from lots of big brands.

It's really affordable - cost is broken down into small monthly payments, deductible from employees' gross pay, with no credit checks.

The TechPerks programme is really easy for employers to roll out, with minimum impact on the HR workload.

BT name builds trust and confidence in the programme.

TechPerks is ideal for organisations large and small, with a minimum of 20 employees.

How it works



Things you need to know.

1. To be eligible to take part in the programme, employees must be UK based, aged 18 years or over and earning above the national minimum wage (after monthly salary sacrifice deduction). **Savings depend on the actual make and model of products selected and the comparative typical alternative high street price at the time of your programme's launch. Full illustration will be provided. For full terms and conditions please visit bt.com/businessdirect/techperks

Find out more

bt.com/businessdirect/techperks

0870 429 3090



Apple in business

With the power of Apple and BT, the possibilities are endless

BT is an Apple Authorised Reseller. As well as knowing Apple products inside out, our accreditations mean we've also got the expertise to help you integrate Apple solutions into your existing infrastructure – and make the most of your investment.

Our team of fully trained experts will guide you to the right Apple choices for the needs of your users, whilst our logistical excellence means we'll deliver a timely and successful implementation.

BT can advise and deliver the right Apple solution for your needs



First-class Apple accreditations

Not only is Business Direct an Apple Authorised Reseller, but we're also an Apple Solution Expert for Education (ASE).



Fully Apple trained sales & technical staff

Our official Apple authorisations show we have the requisite number of fully trained sales staff, technical staff and Apple certified system engineers to give the practical and reliable solutions advice that our customers need.



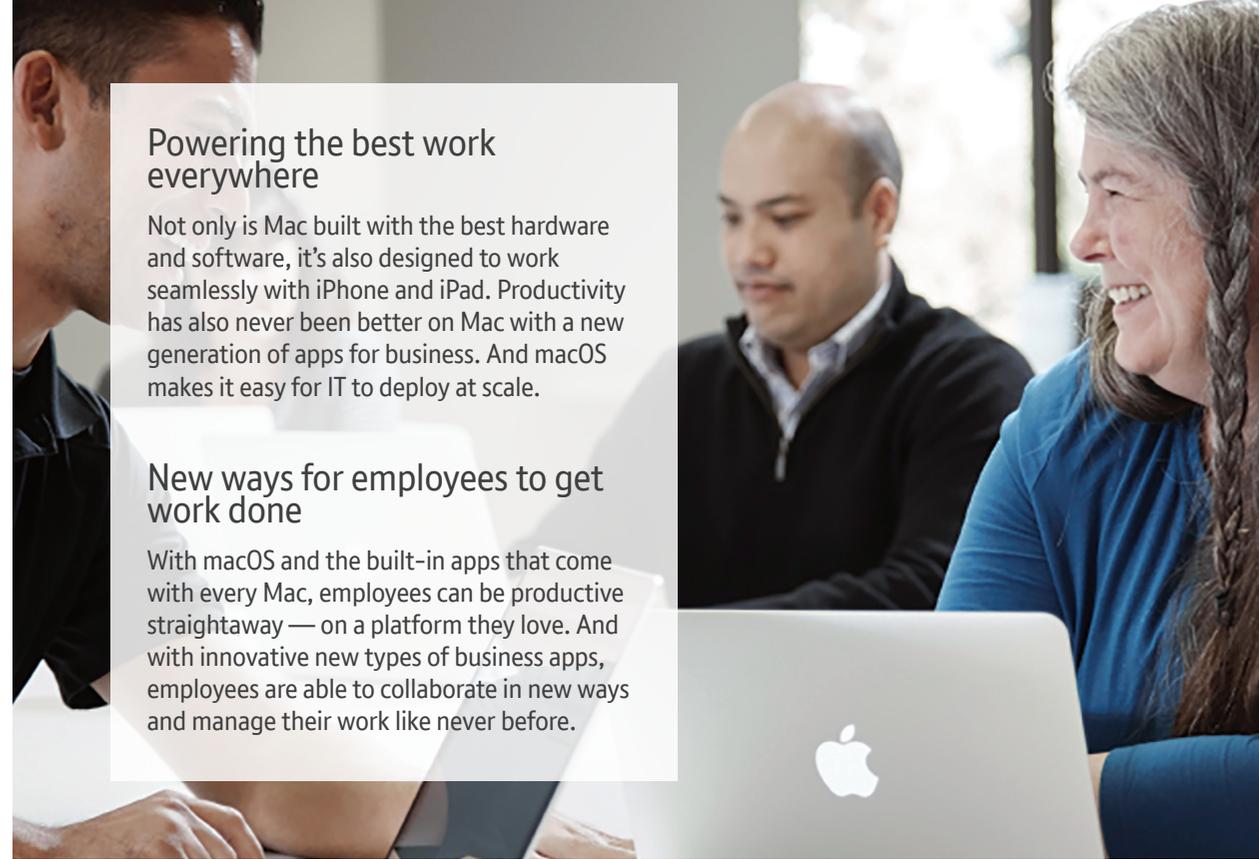
Apple expertise

We've got the expertise to help you deploy and integrate Apple solutions within your current infrastructure. And we'll help you make the most of your investment, with our range of configuration services.



Wide range of Apple devices & accessories

We'll help you decide on the right devices and accessories for your needs, expertly guiding you through the options from our complete Apple range.



Powering the best work everywhere

Not only is Mac built with the best hardware and software, it's also designed to work seamlessly with iPhone and iPad. Productivity has also never been better on Mac with a new generation of apps for business. And macOS makes it easy for IT to deploy at scale.

New ways for employees to get work done

With macOS and the built-in apps that come with every Mac, employees can be productive straightaway — on a platform they love. And with innovative new types of business apps, employees are able to collaborate in new ways and manage their work like never before.

BT has years of experience implementing Apple solutions

Experts in IT

We've over 30 years of experience in supplying organisations across the UK with IT hardware, software and services.

Business Direct works with over 15,000 organisations – we understand your challenges

Over 15,000 organisations are already using Business Direct to enhance the way they work. All this experience means BT really understands the challenges that you face – and how Apple solutions can help to overcome them.

Business Direct brings all things Apple together

The team at Business Direct are a central point of contact within BT for all things Apple. With an average of 5 years' experience each, they'll manage your Apple project from end-to-end, bringing in the right experts from other parts of BT at the right time.

Dedicated business development team focused on Apple

We have a dedicated business development team who focus on full end-to-end Apple solutions. They can provide advice, support and implement IT solutions – including those based on Apple technologies.

[Learn more - bt.com/techknow/apple](https://bt.com/techknow/apple)



Deployment & finance

Device Enrolment Programme (DEP)

Deployment made simple

The Apple Device Enrolment Programme provides a fast, streamlined way to deploy your corporate-owned Apple devices. You can easily enrol devices in a mobile device management solution, which means deployment is no longer a manual configuration process for IT and everything is set up automatically right out of the box.

As well as DEP, we offer different ways to prepare devices so they're ready for your users to use straight out of the box. Get in touch to learn more about these configuration options.

The perfect complement for a mobile world

When employees use a Mac or an iOS device, they're able to do incredible things. And when employees use them together, they can do so much more. A Mac will work with iPhone and iPad in ways no other computer can. And because they run many of the same apps, employees can move seamlessly between devices for a more consistent experience.¹



Mobile Device Management (MDM)

Get full visibility and control over your users

With a mobile device management (MDM) solution you can get full visibility and control over your users, applications and devices. You can manage and secure all your devices across your organisation from a central point, and even enforce policies to govern network access.

If you need an MDM solution, we've got it covered. Our strong partnerships with the likes of Cisco Meraki, MobileIron, Microsoft and AirWatch can put you in control. Get in touch with our IT specialists for free advice on choosing the right MDM approach for your organisation.

Volume Purchase Programme Apps and iBooks for your entire workforce

The Apple Volume Purchase Programme makes it simple to find, buy, and distribute the content your business needs - whether you're providing apps and iBooks to a few employees or a few thousand. The programme also provides a way to privately get B2B apps built by third-party developers to meet the unique needs of your business. Businesses can buy Volume Purchase Programme Credit (VPP Credit) with a purchase order for use on the VPP store.

Finance options to suit you

Working with our finance partners, we have the ability to structure an agreement that allows access to the latest Apple technology and spread the payment over its useful life. Gone are the days when organisations are investing cash into depreciating assets, and now more cost efficient methods are being utilised.

Type of finance

- Operating lease
- Finance lease
- Hire Purchase
- Credit sale
- Mobile handset refresh

Benefits

- Off balance sheet
- Cheaper than owing the asset
- Flexibility to upgrade
- All asset types considered
- Use cash to invest in appreciating assets

Learn more - bt.com/techknow/apple

Get the conversation started on your Apple solution

Call our team of IT specialists

0870 429 3090



1. Some features may not be available in all countries or all areas. Visit www.apple.com/uk/macros/feature-availability/ to see the complete list. Some features require an Apple ID, compatible hardware, and compatible Internet access or a mobile network; additional fees and terms may apply.

plantronics.

Voyager 6200 UC

The versatility to go beyond the office

With premium features and professional grade audio, you can count on Voyager 6200 UC for outstanding audio, every time, everywhere. Pair with up to eight devices and connect to any two at the same time, so whether you're on your PC, tablet, mobile or other Bluetooth-enabled device, it's easy to stay connected but with the freedom to move.



Key features:

- Up to 16 hours listen, 9 hours talk and 14 days standby time
- Certified for Skype for Business. Built for UC applications and softphones from Avaya, Cisco, Skype and others.
- Up to 30m roaming range

Learn more - bt.com/techknow/voyager6200



ACTIVE NOISE CANCELLING

Active noise-cancelling technology helps block out distracting sound



DYNAMIC MUTE ALERT

Dynamic mute alert senses and alerts you when you talk when mute



INCOMING-CALL ALERT

Never miss a call. Neckband vibrates to alert you of an incoming call



PASSIVE NOISE-CANCELLING

Earbuds come in three sizes to ensure a secure, comfortable fit that blocks noise