

Why BT?

Experience: We have implemented end-to-end solutions for enterprises across all industry sectors. In the financial sector, data is crucial, and 19 of the top 20 financial institutions in the UK trust us to manage their data networks. We implement strategies and solutions to support all business activities. We are always ready to share our knowledge and success with our customers.

Investment: We keep you at the forefront of information communications technology (ICT). We invest £300m in technological development every year and have over 2,000 specialists spanning every area of ICT.

Innovation: We employ some 250 researchers in our laboratories and work with the finest minds from the top academic institutions in the UK and around the world. This means that when it comes to providing you with technical innovation, we are always steps ahead.

Worldwide coverage: We are continually integrating our domestic and global networks and we have presence in over 150 countries around the world.

Global account management: We have experienced people on the ground where you do business. We are committed to customer service, having recently invested over £60m in an improvement programme. We offer a single interface to sales and service support on a 24/7 basis, across the globe.



OUR CAPABILITIES – WHAT BT CAN OFFER TNT GLOBALLY

BT can empower TNT with control, choice and flexibility like never before. We can offer communications from anywhere, to any device, and make exciting new services available – faster than has been possible before.

In the applications-driven world

enabled by IT in the network, BT is building a robust framework for future services and enabling converged services over a single, assured infrastructure.

BT is widely recognised as one of the leading providers of global networked services.

Our Applications Assured Infrastructure (AAI), our world-beating professional expertise and our secure, resilient global IP network platform – BT MPLS – will enable TNT to optimise the performance of all its applications.



Offices worldwide

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TNT – driving the future of express

TNT Express is the leading provider of business-to-business express delivery services. It provides time-definite and day-certain door-to-door delivery services for documents, parcels and freight. TNT Express offers a range of unique international express delivery services between more than 200 countries, delivering over 3.3 million parcels, documents and pieces of freight a week.

The challenge for TNT is to drive sustainable growth whilst maximising profit. To do this it needs to differentiate its service offerings, create competitive advantage and expand into emerging markets, such as China and India.

Always an innovator, TNT takes full advantage of the latest technology to provide an ever-more effective, high-quality service to its customers. Its ambition is to be the leader in its market – achieving this depends heavily on having a world-class communications infrastructure.

Extending your business

TNT is striving to have the widest geographical spread of any express business. BT is enabling fully extended enterprise convergence across the globe and is helping customers in all business sectors to thrive in the digital networked economy. We are doing this by growing our network, while fully integrating new access and connectivity technologies into our service offering. Wherever our customers do business, we are there to provide support.

Developing innovative services

Business growth depends on offering innovative services and niche-market solutions. New access technologies will enable TNT to offer flexible, value-added solutions, by giving differentiated, secure access to its customers. BT's managed collaboration applications will also allow TNT to work more effectively across its organisation and with partners, to deliver extra value to customers.

Satisfying customers

TNT's customers want easy access to TNT, they want TNT to know them and they want TNT's order process to be simple and efficient. By integrating multiple channels (fax, voice, web, email) over a state-of-the-art communications infrastructure, TNT will be able to manage customer interaction from a single point and deliver a consistent customer experience through automation support and workflow capabilities.

Working more effectively

A world-class communications infrastructure will support TNT in its ambition to implement a new, improved common sales system – and make customer and prospect information more readily available. It is also at the heart of today's state-of-the-art track-and-trace systems. Our supply-chain services, such as Radio Frequency Identity (RFID) tagging services, will also enable TNT to improve operational efficiency through greater stock and asset accountability.

Empowering your workforce

Technology convergence has changed the way we work and nowhere is this clearer than in the case of mobile workers. BT's enhanced mobility solutions can dramatically increase productivity, responsiveness and quality of service – particularly in the express business, where so many employees are on the road.

Keeping costs low and increasing efficiency

In today's highly competitive market, express companies need to drive down costs to maximise profit. With BT proactively managing TNT's communications infrastructure, it will be able to focus on its core business needs, confident in the knowledge that it has control over its global assets. TNT will be able to consolidate all its applications with BT as a single provider, allowing it to reduce costs and management input.

Creating a flexible IT infrastructure

BT's strategy is to create custom network designs that can adapt to clients' business models. We are actively engaged with helping customers deliver better, more secure and more straightforward access to their networks and critical applications – and in delivering those benefits to their customers.



Case studies

Unilever, one of the world's largest consumer products companies, selected BT to develop and manage its entire global communications infrastructure, in a deal worth £640m over seven years. BT is delivering an array of best-in-class voice, data and mobile services, as well as developing new technologies on behalf of Unilever.

Manpower chose BT to provide it with a fully integrated, global telecommunications infrastructure in a contract worth \$73m over five years – enabling it to cut costs and boost efficiency. The BT solution has enabled Manpower to streamline its current ICT infrastructure and boost productivity across the network.

National Car Rental is using a new global IP VPN, based on BT MPLS, to process bookings more quickly and improve customer service. The network offers any-site-to-any-site connectivity, faster transfer speeds, easy scalability and a considerably improved level of service.

BT MPLS

BT MPLS is BT's IP VPN, providing reliable, secure, any-to-any communication. It differentiates performance levels, prioritises delay and non-delay sensitive traffic and supports voice and multimedia applications – all on a single network. BT MPLS offers a number of benefits that address today's key business issues.

Connectivity to meet business needs

BT MPLS has extensive global coverage, with international connectivity to over 80 countries, growing to over 90 countries by the end of 2005/6 and 160 countries by the end of 2007. BT MPLS has over 47,000 ports, and we provision approximately 1,500 new ports every month. We have invested £100m in developing BT MPLS and will invest a further £100m over the next two years. Customer support is provided 24/7 with local language and "feet-on-the-street" support in each location, plus a single point of contact for provisioning and troubleshooting. BT MPLS is highly reliable, with an amazing 100% availability.

Greater flexibility

With BT MPLS, TNT can easily deploy new applications on its network to support changing business needs, improve speed to market – and build network relationships with customers, suppliers and distributors. When combined with BT's broad portfolio of IP and networking services, BT MPLS will enable TNT to tailor and enhance its global network to suit its changing application requirements. Voice, multimedia and data applications are all supported.

New services launched with ease

BT MPLS offers straightforward migration paths to introduce and operate new services, protecting TNT's investment, reducing the risk of change and allowing TNT to update its applications and infrastructure quickly and easily. BT MPLS offers unique inter-working and low-risk migration programmes from frame relay to MPLS.

Excellent track record

BT has worked on MPLS development since 1997 – our people have practical experience of delivering and running over 40,000 MPLS-based IP VPNs. BT MPLS is extensively tried and tested – our global customers come from the industrial, petrochemical, technological, consumer and financial lines of business. BT has over 2000 customer using MPLS and our largest customer has over 8,000 sites installed.