



Introducing iNcare

Maintenance and support for Cisco® equipment from BT

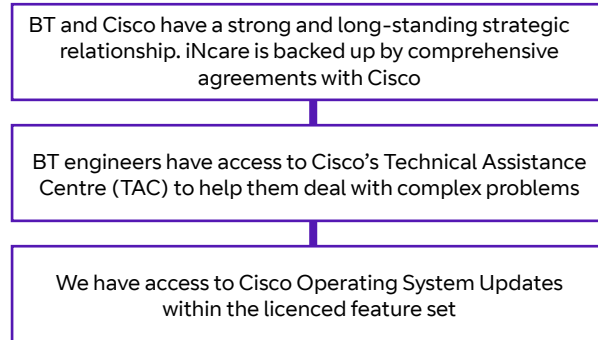
Total peace of mind for your Cisco estate from BT

Choosing the right maintenance solution for your Cisco estate is a big decision. You want to be sure you've made the right choice for your organisation. BT iNcare offers a full maintenance package for your Cisco estate, from hardware replacement to 24/7 engineer access. With BT iNcare, you'll receive great coverage, with long hours for advance replacement and access to our UK-based service. BT iNcare also offers cover, including spares, for devices that have reached 'end of support'.

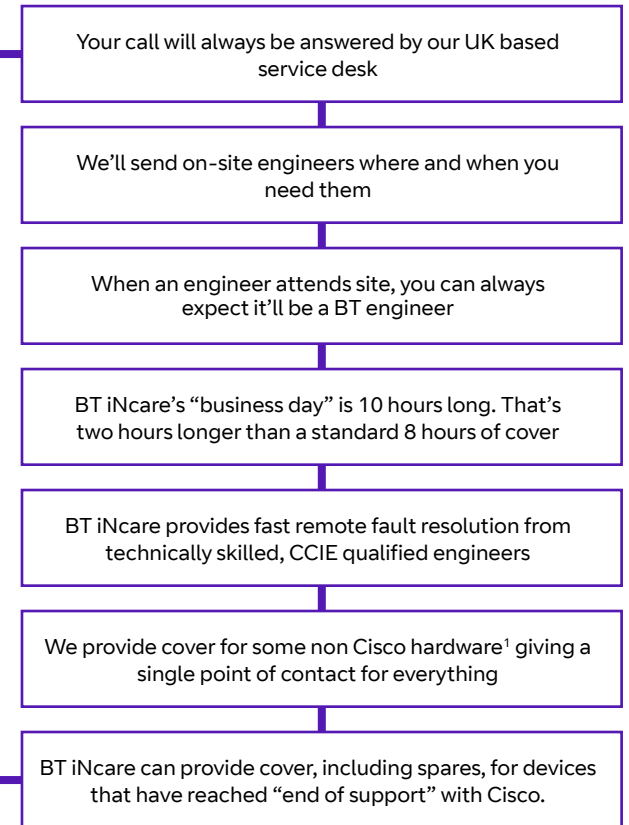
With added benefits...

With access to BT engineers around the clock and IT specialists to support with all aspects of your IT solution, BT iNcare can be much more than just a maintenance package. Our highly experienced team of experts can help formulate your thinking on the development of your infrastructure and what the next steps might be.

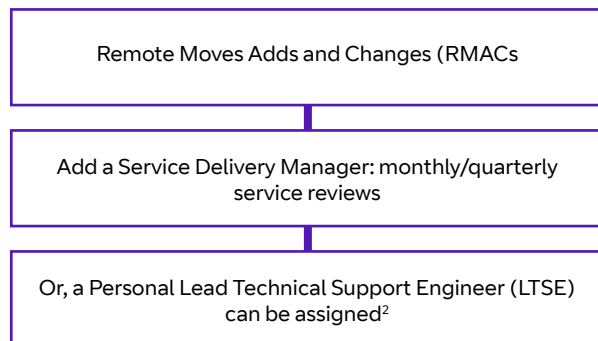
With BT iNcare you get value for money with all the same support from Cisco...



...but with stacks of other benefits...



...and optional extras²





Why BT?

We provide 'end of support' support

We can provide cover, including spares, for devices that have reached 'end of support' with Cisco. This gives you a little extra thinking time when making business critical decisions about legacy equipment. Our IT specialists can support you with decision making and next steps.

We have plenty of experience

The breadth, scale and depth of our solutions and service capability sets us apart from other IT service providers. There aren't many problems we haven't solved, which means we can easily cope with almost anything that's thrown at us.

UK-based service desk

Within our service desk we have more than 40 deskbased technical support engineers, which includes fully qualified CISCO CERTIFIED CCIE® professionals. On top of this, we have more than 400 engineers across the UK. Your call will always be answered by our UK based service desk - we're ready whenever you need us.

We're a Cisco Gold Partner

We're a Cisco Gold Partner, one of a handful in the UK, with Security, Cloud Builder and UC Master Specialisations. We've also been awarded Cisco Advanced Security Partner and Cisco ISE Advanced Technology Partner status. And our consultants, engineers and specialists carry the highest industry accreditation standards - like CISCO CERTIFIED CCIE® (Cisco Certified Internetwork Expert).

To find out more, contact your BT IT Specialist or BT Account Manager

Things you need to know

1. The iNcare contract can be extended to cover some non Cisco hardware giving a single point of contact for everything 2. There may be additional costs for some of these services. Please speak to your IT Specialist for these options. The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract. ©British Telecommunications plc 2016. Registered office: 81 Newgate Street, London EC1A 7AJ. Registered in England No: 1800000