

Maximize your ICT investments.

Professional services from Bell

While IP convergence brings numerous advantages to today's enterprises, it can be a complex undertaking to build and implement a strategy that is the right fit for your business needs and goals. Getting the most out of your business processes - and the ICT (information and communications technology) infrastructure that supports them - takes the industry-leading expertise, real-world experience and wealth of technology resources available from Bell.

The solution

Professional Services from Bell encompass eight practice areas:



Contact Centre - We combine hands-on industry experience with technology innovation to help customers understand the interrelated and dynamic factors that drive contact centre success.

Converged Communications - This practice provides an in-depth understanding of what it takes to ensure that IP convergence strategies meet business goals, by assessing current and future needs and planning an effective communications strategy that aligns technology with established business priorities and objectives.

Security - Bell provides a range of strategy development, risk assessment, systems design, implementation and ongoing management services to address your end-to-end security requirements, from information systems and infrastructure to physical premises and regulatory compliance.

Supply Chain - We offer a range of supply chain consulting and integration services - from performance improvement to enterprise resource planning (ERP) and asset management solutions implementation - to help you improve competitiveness and drive business growth.

Systems and Storage - We combine real-world expertise with extensive IT experience in internetworking, virtualization, information, Microsoft and general IT services to help resolve your IT systems and storage technical and business challenges and enable business growth.

Web Solutions - We offer extensive experience in Web planning and service delivery, including marketing and communications, technology development, Web ergonomics and usability, content architecture, and search engine marketing to support all your electronic delivery initiatives.

Wireless Solutions - Benefits from our extensive knowledge in emerging mobile technologies and their application, including Wireless LAN and RFID (radio frequency identification), to help you realize optimal gains from your wireless initiatives.



Cross-Practice Health Check - Our consulting experts combine technology tools, auditing processes and vertical industry expertise to gain a clearer understanding of your ICT resources to create solutions that are right for you.

Services include:

- Business analysis
- Information and technology architecture
- System design
- Project management
- Systems integration
- Application development
- Network optimization
- Wireless/wireline

Benefits

- Develop customized, flexible and scalable technology strategies to support current and future operational needs
- Improve business performance, productivity and profitability
- Optimize customers' experiences through additional product and service delivery
- Improve the quality, quantity and access to services from any location
- Reduce administrative and back-office operational costs

- Enhance collaboration among employees, customers and partners
- Achieve enterprise security and regulatory compliance
- Outsource non-core activities and focus on core competencies
- Assessment, audits and performance reviews
- Consumer adoption requirements

About Bell

With over 800 highly experienced professionals delivering more than 160 consulting, integration and resource services, we have one of the most comprehensive professional services teams and portfolios in the industry.

We offer:

- The power, performance and reliability of the country's largest IP infrastructure
- State-of-the-art network, data centres, lab and technology resources
- In-depth knowledge of business process solutions and applications for different industries
- Consistent levels of service, performance and solution reliability
- A strong commitment and track record of performance in developing customer-focused solutions

For more information contact your Bell representative or visit bell.ca/enterprise

