

BT in North East Asia.



Who we are.

BT is a global leader in managed networked IT services, operating globally and delivering locally to help customers with our technology and know-how to thrive in a changing world, and deliver stunning business outcomes.

Globally, we employ 87,800 employees and operate in more than 170 countries, making us one of the largest professional service providers in our industry.

We arrived in Asia Pacific in 1985, when we established our first office in Hong Kong.

Since then we have been taking big steps to grow our business in North East Asia, in the key markets of Hong Kong, Greater China (including Macau and Taiwan) and South Korea.

Today we are stronger than ever before.

- We have around 600 people dedicated to helping large multinational organizations expand into Asia-Pacific and Asian multinationals grow globally.
- We understand the importance of being close to our customers so at BT we have offices in Hong Kong (our Headquarters for the wider region of Asia Pacific, Middle-East and Africa), Beijing, Shanghai, Dalian, Shenzhen and Seoul.
- We offer a broad portfolio of services, underpinned with a unique breadth of scope, reach and capability to help customers develop complex and transformational IT solutions.
- We work with an extensive network of valuable partners including China Telecom, China Unicom, CPC Net, CITIC Telecom, Wharf T&T, PCCW, HK Broadband and Hutchison Global Communications.
- We have some key accreditations in the industry – including Avaya Platinum and Cisco and Microsoft Gold partnership statuses.

“ BT North East Asia is comprised of three major powerhouses – Hong Kong, South Korea, and Greater China. With Hong Kong serving as the Asia-Pacific, Middle East and Africa headquarters, the North East Asia region holds great significance for our organisation. In this region, we’ve been serving our customers with communications solutions for 30 years. With globaleconomic activity shifting from west to east, we’ve matched this shift by expanding our portfolio, people, and premises in the region. Traditionally, we’ve been utilising our global capability to serve well-know MNCs as they expand into Asia. Lately, we’ve been seeing great potential with the MNCs emerging from within Asia. These are valued opportunities for us, all of which makes us very optimistic and excited about the prospects of BT North East Asia. ”



Annabella Yau
Managing Director, BT North East Asia



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- We are recognised by Gartner as a leader in both the Global and Asia Pacific Network Service Provider Reports*. We've also been recognised as a leader in the IDC MarketScape for Telecom Services in Asia Pacific for 6 consecutive years. We've won The Best Managed Services Provider at the Telecom Asia Awards in 2015 again. This is the 5th time BT Global Services won this prestigious regional award.

What facilities do we have?

- In 2007, we opened our Dalian Technology and Service Centre, providing round-the-clock multi-lingual support to our customers in Hong Kong, Greater China, Korea, and Japan.
- In the same year, we also established a Research Centre in Shanghai – subsequently moved to Beijing – which explores and develops the latest technological innovation for our customers.
- We also have links with leading Chinese universities including Tsinghua University and Shanghai Jiaotong University.
- We have data centre facilities in Hong Kong Island providing a highly secure physical facility with multiple power feeds and a controlled cooling and humidity environment.
- We have 3 customer innovation showcases in North East Asia – in Hong Kong, Beijing, and Shanghai – allowing our customers to experience our technology first hand.
- We are proud to run a 12x7 Operations Centre in our Hong Kong office so that we can manage and monitor our voice trading clients.

Who are some of our customers?

- At BT we serve 100% of the FTSE100 companies, 84% of the Fortune 500 companies, and also the world's top stock exchanges, leading broker-dealers and biggest banks. This is over 6,500 public sector and corporate customers around the world, the majority are multinational organisations with global networked IT requirements such as DHL, Unilever, P&G, Credit Suisse and Barclays
- We also serve many regional organisations with Asian or global networked IT requirements such as Huawei, Noble Group, CLSA, Zuellig Pharma, Air China, China Shipping, Haier, Samsung SDS, CyberLogitec and LG CNS.

*2016 Gartner Global Network Service Providers Magic Quadrant, 2015 Gartner APAC Critical Capabilities for Network Services Report.

Offices worldwide

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“Only two or three companies in the world can do what BT does today for customers. BT has proven itself to be the ideal partner for us as they combine market leading expertise in the needs of our sector with unique breadth and depth of network capabilities all around the world. We chose BT for its highly resilient global MPLS network, security expertise, and strong execution ability. With exceptional expertise in managing global network infrastructures, BT consistently provides high quality and reliable services to us.”



“The reason we chose BT Global Services, is that compared to its competitors, it can provide us with more comprehensive programmes and higher levels of services. We highly value the BT investment and commitment as well as its local presence in the Chinese market. Our business needs 24/7 service support. Ensuring unimpeded connection between the service centre and each single contact point is crucial. In addition, BT possesses exceptional service management systems and damage repair solutions.”

Haier

