

# CMA ANNUAL CONFERENCE 2009

INTEGRATING BUSINESS AND TECHNOLOGY SOLUTIONS

24 - 25 February 2009

The Congress Centre, London WC1

50 YEARS ON - A CONFERENCE FOR THE 21ST CENTURY

**50**  
YEARS

**cma**   
Part of the BCS Group

## W E L C O M E



Once again I would like to thank you for supporting yet another exciting and stimulating conference. This will be our fifth annual London conference, in this, our 50th Anniversary year and I'm delighted that we have grown it so successfully in such a short space of time.

As ever of course, this is our members' conference, and as such is specifically designed to serve their best interests by ensuring that current and future significant issues are addressed and discussed.

We continue to work in an industry where change is increasingly rapid and are totally committed to helping users, regulators and industry work together for the benefit of us all and ultimately for UK plc. We are therefore delighted to have so much support from the supplier community throughout this financial year and particularly at conference. We are also very proud of our excellent speaker line up and would like to thank them for coming along to share their thoughts and opinions with us.

So I would like to welcome you to this year's conference and hope that you enjoy it as much as I intend to.

**Carolyn Kimber, Chairman, CMA**

# CMA POSITION STATEMENTS

## Communications services and the UK's economy

'CMA recognises that electronic communications nourish the UK's knowledge economy and are crucial to innovation, competitive advantage. They enable organisations across all sectors to unlock business value by reducing operational costs, create jobs, and generate growth that provides financial stability for future investment. This helps organisations earn both customer and employee loyalty.'

We engage with all stakeholders on the implementation of EU electronic communications policies in the UK. We work closely with UK government and regulators, for example BERR, DCMS, DIUS and Ofcom, in order to help generate economic and social benefits for businesses and citizens alike, in the UK, EU and globally.'

## Universal access obligations

'CMA promotes the ongoing availability of, and access to, quality communications services at fair, reasonable and affordable rates for end users in the UK, including those in rural, insular, low income, and high cost areas at rates that are reasonably compared to those charged in urban areas.'

## Competition in the supply of communications services

'CMA challenges any restrictions to competition affecting the supply of communications services in the UK and always seeks the greatest benefits to end users in the shortest possible time. This includes promoting a light touch, technology-neutral regulatory regime. We recognise that competition always demands binding legal rules for access and interconnection, that deep competition is driven by competing services and infrastructure incentives, and that migration risks are felt by all operators and service providers.'

## Spectrum management

'CMA focuses on the implementation of EU Spectrum Policy across the UK, promoting the harmonisation of the conditions for the availability and efficient use of the radio spectrum. We work with government, regulators and other stakeholders, including standards bodies to ensure that international radio spectrum policy is co-ordinated whilst barriers to the availability and efficient use of spectrum are reduced. We also provide business users with information on UK Spectrum allocation and use.'

## A single European Internal Market

'CMA supports policies and activities aimed at reducing market fragmentation across the European Union, facilitating cross border commercial activities, promoting cross-border telecommunications services, and welcoming the entry of new competitors to the single European Internal Market. We work with INTUG in order to achieve these goals.'





## BUSINESS CHALLENGES

- Carbon Reduction
- Communications 2.0
- Economy and the Credit Crunch
- Electronic Communications Framework Review
- GSM Gateways
- Interception and Retention of Communications Data
- Internet Governance
- IPv6
- Loss of Personal Data
- Mobile Roaming
- Next Generation Access / Next Generation Networks / 21CN
- Net Neutrality
- Number Translation Services
- Resilience & Security

# DAY ONE 24 FEBRUARY

09:00	WELCOME ADDRESS: Carolyn Kimber, Chairman, CMA		
09:05	Global recession or global opportunity?	Navigating the Downturn <i>Camille Mendler, Vice President Telecoms Strategies</i>	
09:15		Cost savings and an enhanced business – the role of technology investment <i>David Hardcastle, Technical Director</i>	
09:35		Market Assessment <i>Nigel Hickson, Deputy Director</i>	
09:55		Next Generation Access and Digital Britain – An Openreach View <i>Fergus Crockett, Director of Products</i>	 <small>a BT Group business</small> 
10:15		Panel Session	
10:30	INDUSTRY ADDRESS: Dr. Colette Bowe, Chairman Elect, Ofcom		
10:55	Morning Networking Break		
11:20	Energy conservation and sustainability – moving from rhetoric to action	Green IT: The Outlook for 2009 <i>Phil Sayer, Principal Analyst</i>	 
11:30		Adopting green IT strategies – long term and sustainable? <i>Ian Salvage, Service Management &amp; Governance Consultant</i>	
11:50		Accelerating the transition to a Low Carbon Economy <i>Hugh Jones, Director of Solutions</i>	
12:10		Future priorities for implementing Green IT <i>Neal Tilley, Business Development Director for Europe</i>	 <small>THE COMMUNICATIONS EXPERTS</small>
12:30		Panel Session	 <small>Part of the BERR Group</small>
12:45	CMA ADDRESS: Carolyn Kimber, Chairman, CMA		
13:00	Networking Lunch		
14:10	Enterprise 2.0, disruption or innovation?	Analyst Introduction <i>Rob Bamforth, Principal Analyst, Service Provision and Mobility</i>	 
14:20		Building an infrastructure to empower enterprise 2.0 <i>Dave Armstrong - Head of Marketing EMEA</i>	 <small>Open Research and Analysis</small>
14:40		The business value of social networking <i>David Tebbutt, Programme Director</i>	 <small>INTELLIGENT COMMUNICATIONS</small>
15:00		The role of collaboration in knowledge management <i>Ian Groves, EMEA UC Applications Director</i>	 <small>department for culture, media and sport</small>
15:20		Panel Session	
15:35	INDUSTRY ADDRESS: Lord Stephen Carter represented by Sam Sharps, Director, Digital Britain Report		
16:00	Afternoon Networking Break		
16:25	The next generation... access and networks for Generation Z	Analyst Introduction <i>Ian Adkins, Manager, Operations – Consulting Division</i>	
16:35		Implementing local access networks which deliver on the next generation promise <i>Chris Ducker, Senior Manager Marketing Propositions</i>	
16:55		The future of broadband is in the community <i>Malcolm Corbett, CEO</i>	 <small>COMMUNITY BROADBAND NETWORK</small>
17:15		How Next Generation Networks can transform your business <i>Neil McArthur, Chairman</i>	
17:35		Panel Session	
18:00	Networking Drinks Reception		

# DAY TWO 25 FEBRUARY

09:00	WELCOME ADDRESS: Carolyn Kimber, Chairman, CMA		
09:05	Time for ubiquitous enterprise mobility?	Analyst Introduction <i>David Molony, Principal Analyst, IP Enterprise</i>	
09:15		Infrastructure requirements for unified communications, presence and collaboration <i>Andrew Ardern - Unified Communications Solution Manager</i>	
09:35		The interplay between web 2.0, enterprise and mobility <i>Dr Simon Robinson, Lead Consultant, ICT Strategies</i>	 World class. Local knowledge.
09:55		The future is bright – but is it green? <i>Simon Wilson, Leader, Comms Solutions</i>	
10:15		Panel Session	
10:30	INDUSTRY ADDRESS: Malcolm Harbour, MEP, European Parliamentary Rapporteur for the Telecommunications Framework Review		
10:55	Morning Networking Break		
11:20	Real strategies for 'hyper' connectivity	Analyst Introduction <i>Chris Lewis, GVP International Telecoms &amp; Networking</i>	 Analyze the Future
11:30		Cut your costs, not your throat: Multi Services Platform, Hyper Bandwidth and the Digital Business Economy <i>Julian Payne, Head of Data Protection</i>	
11:50		Managing the migration to 'hyper' and 'mega' connectivity and beyond <i>Rhys Sharp, Chief Technology Officer, SCC representing NCC</i>	
12:10		A strategy and architecture for unified communications across the enterprise <i>Mark Summerson, General Manager Unified Communications</i>	
12:30	Panel Session		
12:45	INDUSTRY ADDRESS: Jeremy Hunt MP, Shadow Secretary of State for Culture, Media and Sport		 It's time for change
13:10	Networking Lunch		
14:15	The future... moves, changes and opportunities	Trends in Enterprise Communications <i>Mark Blowers, Enterprise Architectures Practice Director</i>	
14:25		Buying Telecoms: An alternative model that radically extends customer choice <i>Bob Falconer, Group CEO</i>	
14:45		Delivering communications for the London 2012 Olympic and Paralympic Games <i>Stuart Hill, Vice President and Director of BT's London 2012 delivery programme</i>	
15:05		Building a broadband network: How regulation and technology can bring better choice and competition <i>Kevin Russell, CEO</i>	
15:25	Panel Session		
15:40	Summary by Carolyn Kimber, Chairman, CMA		
15:45	Conference Close – 15:45		

## COMPANY OVERVIEWS

### 3

3 is a communications company focused on bringing the benefits of the internet to mobile communications. We offer attractive pricing and give our customers the widest choice of ways to stay connected at home or abroad. To do this we're building the UK's best high-speed mobile broadband network and aim to have 98.5% population coverage by the end of 2010.

Three facts about 3:

- 3 launched the UK's first 3G network offering national coverage for calls and texts in 2003 and have over 91% population coverage for 3G services.
- 3 has over 3 million active customers in the UK and over 16 million worldwide.
- 3 was the first to enable free voice over internet calling with Skype and the first to launch a dedicated Skype mobile phone, the 3 Skypephone.

### Alcatel-Lucent

Alcatel-Lucent is a leading global vendor for data, voice, security and contact centre solutions and is leading the competitive transformation of its customers by delivering secure and greener end-to-end business-critical communications solutions. Alcatel-Lucent's portfolio of advanced communications products and services helps its customers to improve the effectiveness and efficiency of communication services, increasing productivity and transparency. Our solutions enable customers to achieve better communications at a lower cost, align with available budgets, reduce their ICT CO2 emissions and interact more efficiently with their customers, both internally and with the wider business community.

To find out more about Alcatel-Lucent's solutions visit: [www.alcatel-lucent.com](http://www.alcatel-lucent.com)

### Analysys Mason

Analysys Mason is the world's premier adviser in telecoms, IT and media. Through our global presence, we deliver strategy advice, operations support and market intelligence to leading commercial and public-sector organisations in over 80 countries. For more than 20 years, our intellectual rigour, operational experience and insight have helped our clients resolve issues ranging from development of operator strategy, evolution of national sector regulation, and execution of major financial transactions, to the deployment of public and private network infrastructure. [www.analysismason.com](http://www.analysismason.com)

### Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centres, and related services directly and through its channel partners to leading businesses and organisations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit: [www.avaya.co.uk](http://www.avaya.co.uk) or call 0800 389 6059.

### BERR

BERR – The Department for Business, Enterprise & Regulatory Reform – is here to help ensure business success in an increasingly competitive world. Our role is to boost productivity and keep the UK competitive and an attractive place to do business, especially in challenging economic times, as well as to help companies succeed overseas and to bring foreign investment to the UK.

### BT Global Services

BT Global Services serves sophisticated national and global organisations whose core business hinges on network and IT

services to enable seamless linkage between complex supply and demand chains, efficient and effective deployment of corporate applications and a collaborative work and information sharing environment between multiple sites. BT Global Services heritage and expertise is being totally immersed within our customers' businesses, so our success is their success. The company serves over 8,200 major multi-site private and organizations in 176 countries worldwide. BT has 37,000 BT Global Services people worldwide whose ability to understand, design and build the networked IT services that underpin our customer's success is our greatest asset and from where our customers derive real value. [www.bt.com](http://www.bt.com)

## Butler Group

Butler Group is the IT End User division of Datamonitor Plc and is a leading provider of Information Technology research, analysis, and advice. Founded in 1990, Butler Group is respected throughout the business world for the impartiality and incisiveness of its research and opinion. Our comprehensive portfolio of Research, Events and Subscription Services caters for the specialised needs of all levels of executive, from IT professionals to senior managers and board directors.

Furthermore, it covers every aspect of the increasingly important impact information technology has on every organisation, from technology selection decisions to developing effective high-level strategy and architectures. Whatever your IT issue, no matter how simple or complex, our independent and experienced analysts can provide you with a continuous stream of clear, concise and impartial advice – within the context of your business application. To learn more about how our services can help your organisation, visit our Web site: [www.butlergroup.com](http://www.butlergroup.com)

## Cable&Wireless

Cable&Wireless is one of the world's leading international communications companies. It operates through two standalone business units – Europe, Asia & US and International. The Europe, Asia & US business unit provides enterprise and carrier solutions to the largest users of telecoms services across the UK, US, continental Europe and Asia. With experience of delivering connectivity to 153 countries – and an intention to be the first customer-defined communications services business – the focus is on delivering customers a service experience that is second to none. [www.cw.com](http://www.cw.com)

## Carbon Trust

The Carbon Trust is a private company set up by government in response to the threat of climate change, to accelerate the transition to a low carbon economy. The Carbon Trust works with UK business and the public sector to create practical business-focused solutions through its external work in five complementary areas: insights, solutions, innovations, enterprises and investments. Together these help to explain, deliver, develop, create and finance low carbon enterprise. For more information on the Carbon Trust visit: [www.carbontrust.co.uk](http://www.carbontrust.co.uk) or call the Carbon Trust on 0800 085 2005.

## The Community Broadband Network

The Community Broadband Network (CBN) has a track record of delivering innovative, community-based broadband solutions for challenging projects that are perhaps geographically hard to reach (remote, rural areas) or that suffer from urban deprivation and social exclusion. CBN was launched in the UK during January 2004 by the then Rural Affairs Minister Alun Michael and Broadband Minister Stephen Timms. CBN is a co-operative of community-run independent broadband operators, and it aims to encourage and support the provision of local broadband services through shared community ownership as an alternative to conventional national service providers. [www.broadband-uk.coop](http://www.broadband-uk.coop)

## Forrester

Forrester Research, Inc. (Nasdaq: FORR) is an independent research company that provides pragmatic and forward-thinking advice to global leaders in business and technology. Forrester works with professionals in 19 key roles at major companies providing proprietary research, consumer insight, consulting, events, and peer-to-peer executive programs. For more than

25 years, Forrester has been making IT, marketing, and technology industry leaders successful every day. Forrester focuses on the business implications of technology change. Uniquely, Forrester guides marketing executives, business strategists, and IT professionals to create a unified technology plan that gains business advantage.

For more information, visit: [www.forrester.com](http://www.forrester.com)

### Freeform Dynamics

Freeform Dynamics is a UK-based analyst and research organisation which investigates and reports on the business impact of developments in the IT and communications sectors across Europe and the USA. It uses an innovative research methodology to gather feedback directly from those directly involved in IT strategy, planning, procurement and implementation. The company's output is therefore grounded in real-world practicality for use by mainstream business and ICT professionals. The majority of Freeform reports are free at the point of delivery. For further information or to subscribe to the Freeform Dynamics research service, please visit the Freeform Dynamics website at: [www.freeformdynamics.com](http://www.freeformdynamics.com)

### Gamma Telecom

Gamma Telecom is one of the UK's largest providers of voice services and related applications, carrying over 10 billion minutes per annum across an extensive, carbon neutral, NGN network. Gamma's innovative services include hosted voice, SIP, Inbound, Mobile and traditional voice. All products are developed specifically for SME's, mid-market or multi-sited businesses, and are sold exclusively via channel partners including data network providers, systems integrators, ISP's, resellers and other carriers. This model offers businesses an alternative way of acquiring such services. The chosen channel partner, backed by Gamma, focusses on delivering a high level of customer service, local knowledge and specialist skills, whilst Gamma concentrates on providing a high quality, robust network service. This combination of skills offers businesses a very different approach from the typical telecoms company targeting the business sector. [www.gammatelecom.com](http://www.gammatelecom.com) or email on [cma@gammatelecom.com](mailto:cma@gammatelecom.com).

### Google Enterprise

Google Enterprise was founded to take technology that has been successful in the consumer world and adapt it for use in a business environment. In the past, business technology was built more for a purpose than a person. Software and hardware applications designed by experts for experts have often failed to give the user's individual experience the appropriate consideration. The web, however, inverts all this because it lets people choose web applications and services that are accessible, efficient and relevant to their lives. Employees now expect – and in many cases demand – the same ease of use at work as they have with applications in their personal lives. The Google Enterprise group takes advantage of Google's deep resources in research and engineering to help make web technology as central to people's work lives as it is to their personal lives. [www.google.co.uk/enterprise](http://www.google.co.uk/enterprise)

### HP ProCurve

HP ProCurve is the Network of Choice for best-in-class solutions, products and services for the wired and wireless networks. ProCurve's Adaptive Networks vision enables customers to implement an open, standards-based network infrastructure that adapts to the changing needs of users, applications and organisations. HP ProCurve allows you to compete effectively by fortifying security, increasing productivity and reducing complexity across your entire organisation. You get proven reliability, with user centric intelligence from the core to the network edge and it's the only comprehensive and inclusive network design strategy that is adaptable, scalable and completely interoperable with other stand solutions. Simple to use full featured management tools such as ProCurve Manager and ProCurve Identity Manager enable you to focus on letting users in while keeping security threats out. ProCurve was positioned in the Leaders quadrant in research and advisory firm Gartner, Inc.'s 2008 Magic Quadrant Report for Global Campus LANs and is a worldwide leader in Ethernet switch market

revenue according to Dell'Oro Group. [www.procurve.co.uk](http://www.procurve.co.uk)

## IBM

IBM is uniquely positioned, at the intersection of business and technology, to help business, financial and information technology executives go beyond conventional thinking and achieve break-through results. With nearly 100 years of expertise, and an unrivalled consultancy practice, IBM is well placed to address our client's contemporary business issues, whether it be helping them better understand how to drive dramatic costs out of their business, transform their operations with the development of a carbon-management strategy, or help them foster innovation and business agility by making it easier for people to find, reach and collaborate with one another through a unified communications experience. Capitalising on its extensive business insight, and working with key industry partners, IBM can deliver complete software, services and hardware solutions to enable people and teams to deliver real business value, make faster, better decisions, and transform their own clients' experience. [www.ibm.com/uk](http://www.ibm.com/uk)

## IDC

IDC is the premier global provider of market intelligence, advisory services, and events for the information technology, telecommunications, and consumer technology markets. IDC helps IT professionals, business executives, and the investment community make fact-based decisions on technology purchases and business strategy. More than 1000 IDC analysts provide global, regional, and local expertise on technology and industry opportunities and trends in over 110 countries worldwide. For more than 44 years, IDC has provided strategic insights to help our clients achieve their key business objectives. IDC is a subsidiary of IDG, the world's leading technology media, research, and events company. [www.idc.com/uk](http://www.idc.com/uk)

## Mala Communications

Whether in a period of financial prosperity or juggling budgets as in the current economic downturn, there is always a right time to ensure that you are not overspending on your telecoms bills. Mala is an independent company, committed to reducing the cost of telecommunications for clients through the utilisation of our trademarked systems and inventory management tools. We analyse many forms of billing data, to identify all the savings, not just the large ones, freeing up budgets for revenue generating projects or simply to improve profitability. Our clients can therefore be confident that they are always getting best value from their telecoms suppliers and the services provided. We enable our clients to concentrate on their core business and because we offer ongoing support throughout the year, we are always there when they need us, providing peace of mind. Mala Communications. We do the work so you don't have to. [www.mala-communications.co.uk](http://www.mala-communications.co.uk)

## NCC

The National Computing Centre's mission is to help IT leaders to continuously increase the effectiveness of their IT investments. Our independent information, advisory and experience sharing services help IT leaders to make the right investments first time, reduce costs and maximise performance. Set up in 1966, the National Computing Centre is an independent organization, limited by guarantee. What makes us different is that we are a Membership organisation, owned by and run for the benefit of our members, IT decision-makers across the private and public sectors in the UK. We help them achieve operational excellence, deliver value for money and stay one step ahead of the competition. [www.ncc.co.uk](http://www.ncc.co.uk)

## NextiraOne

With a direct sales and service presence in 17 countries, NextiraOne is Europe's leading expert in communications services. We design, install, maintain and support all of our customers communications needs, from voice, data and video to mobility, security and applications. Our strengths lie in our unequalled technology experience, the expertise of our people and our broad European reach. NextiraOne is Alcatel-Lucent's largest Enterprise Partner in Europe; and deploys the complete

range of Alcatel-Lucent Enterprise Solutions including Secure Network Infrastructure, Secure Unified Communications and Secure Contact Centres. Previously a Premium Partner, NextiraOne has recently become Alcatel-Lucent's first partner to receive Multi-National Business Partner Certification. For more information on NextiraOne visit: [www.nextiraone.co.uk](http://www.nextiraone.co.uk)

## Nortel

Nortel is a recognized leader in delivering communications capabilities that make the promise of Business Made Simple a reality for our customers. Our next-generation technologies, for both service provider and enterprise networks, support multimedia and business-critical applications. Nortel's technologies are designed to help eliminate today's barriers to efficiency, speed and performance by simplifying networks and connecting people to the information they need, when they need it. Nortel does business in more than 150 countries around the world. For more information, visit Nortel on the Web at: [www.nortel.com](http://www.nortel.com). For the latest Nortel news, visit: [www.nortel.com/news](http://www.nortel.com/news)

## ntl:Telewest Business

ntl:Telewest Business has the UK's only Nationwide Next Generation Network (NGN). It provides businesses, public sector organisations and service providers across the UK with a complete portfolio of advanced data, internet and voice services. The £13billion network is flexible, scalable and is already built out to more than 38,000 street cabinets across the UK, enabling it to reach over 85% of businesses within the UK. The company has addressed the need for NGNs to be matched with a service-centric mindset in order to create a new kind of business telco through the launch of its new proposition, Telecoms 2.0. Find out more at: [www.ntltelewestbusiness.co.uk/telecoms2/index.html](http://www.ntltelewestbusiness.co.uk/telecoms2/index.html)

## Openreach

Openreach provides Communications Providers with services and products linked to the nation's local access network, working closely with them to develop the products they need and service they can depend on. There is rapid growth in online applications both in the consumer and business markets in the UK, and Openreach will play a key part in the delivery of new access infrastructure to support this. We have recently announced major investment in infrastructure to deliver Next Generation Access (NGA) products based on fibre in the access network. We currently provide fibre to the premises for more than 120,000 businesses, have more than 10 million kilometres of fibre in the network and are playing a crucial role at Ebbsfleet – the first large scale fibre to the premises installation in the UK. [www.openreach.co.uk](http://www.openreach.co.uk)

## Ovum

At Ovum we fully understand convergence across telecoms, IT services and software. We invest heavily in researching what is happening in a market that is dynamic and full of risk and reward. We analyse the changes and identify the threats and opportunities ahead for our clients. We work in a global market and that applies regardless of the size of your business. We have invested in offices that cover all major networks and support our worldwide client base. Our client relationships are founded on accessibility, responsiveness and good service. We have the highest client-retention rates in our industry and work hard to sustain these. [www.ovum.com](http://www.ovum.com)

## Quocirca

Quocirca is a primary research and analysis company specialising in the business impact of information technology and communications (ITC). With world-wide, native language reach, Quocirca provides in-depth insights into the views of buyers and influencers in large, mid-sized and small organisations. Its analyst team is made up of real-world practitioners with firsthand experience of ITC delivery who continuously research and track the industry. Quocirca has a pro-active primary research programme, regularly surveying users, purchasers and resellers of ITC products and services on emerging, evolving and maturing technologies. Over time, Quocirca has built a picture of long term investment trends, providing invaluable

information for the whole of the ITC community. [www.quocirca.com](http://www.quocirca.com)

## PTS Consulting

PTS Consulting Group PLC (PTS) is one of the world's leading IT consultancies with a reputation for innovation and thought leadership. PTS is also renowned for its project management expertise. As the global leader in IT relocation projects, working with some of the world's largest companies, PTS has earned a world-wide reputation for independence, professionalism and quality of service. Headquartered in the UK and founded in 1983, PTS has worked in more than 70 different countries and 250 cities and employs 330 staff in the Americas, EMEA and Asia-Pacific.

For more information visit: [www.ptsconsulting.com](http://www.ptsconsulting.com)

## Redstone

Redstone is a provider of IT and communications solutions for businesses and organisations in both the public and private sectors and of all types and size. Its comprehensive portfolio of products and services helps its customers to maximise the benefits of the latest ICT solutions; increasing productivity, maximising operational efficiency, reducing costs and generating valuable new revenue channels. Redstone's operational structure has been designed specifically to promote innovative thinking, offering customers access to divisions that are specialists in their field with the in-house capability and business agility to respond to their needs, while also enabling them to benefit from the strength and synergies of the group.

For more information see: [www.redstone.co.uk](http://www.redstone.co.uk)

## SCC

SCC is Europe's largest independent technology solutions provider around the infrastructure, and is part of Specialist Computer Holdings (SCH) plc. The Group has regional operations in ten different countries, employs over 7,000 professional staff and has a 35 year track record of sustained, profitable growth with annual turnover exceeding £2.5 billion. Long term partnerships with the world's leading solutions providers combine with SCC's services capabilities to create a rapid return on an investment in IT. Successfully helping European-based companies and Government organisations better manage their technology infrastructure through optimisation, removing cost and creating business advantage.

To see how we can help your business release immediate savings, visit: [www.scc.com](http://www.scc.com)

## The TalkTalk Group

The TalkTalk Group (part of the Carphone Warehouse Group plc) operates a UK-wide fixed line voice and data network comprising 2.7m residential broadband customers, trading under TalkTalk and AOL brands, and our Opal business which serves over 100,000 business customers. A major asset of the Group is our network infrastructure and since we launched our next generation network (NGN), in 2006, we have grown to become the 3rd largest broadband provider in the UK. Today, we have over 1.4m residential and business customers on our NGN.

## Yankee Group

As the first independent technology research and consulting firm, Yankee Group is the most respected source of deep insight and counsel on the impact of global connectivity revolution on enterprises and consumers. Our expertise spans the technologies creating communications change, and the regions and industries affected by that transformation.

[www.yankeegroup.com](http://www.yankeegroup.com)

## CONFERENCE SPONSOR



The British Computer Society (BCS) is the Chartered industry body for IT professionals, the Chartered Engineering Institution for Information Technology and a Chartered Science Institution. With our rapidly growing membership, BCS is playing an increasingly pivotal role in leading the development and implementation of world class standards for the IT profession through innovative products, services and support.

Through our specific 'Professionalism in IT' programme, BCS is leading and building IT professionalism to levels which are currently only seen in more traditional long standing professions such as law, medicine, and accountancy but which will increasingly become the de facto standards for IT professionals.

For more information about the BCS please visit: [www.bcs.org](http://www.bcs.org)



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