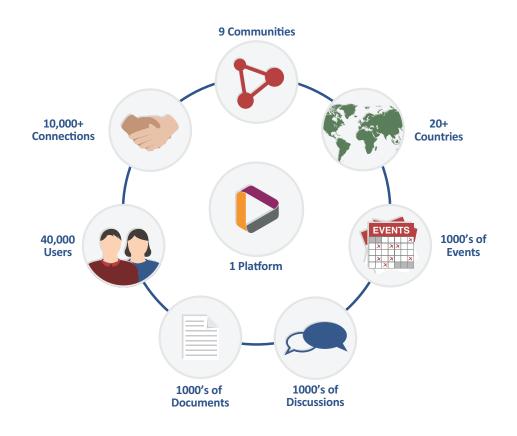# BT People Networks sponsors diversity, promotes engagement whilst protecting privacy using Mvine's secure portal technology

9 Communities

10,000+ Connections

20+ Countries

40,000 Users

1 Platform

EVENTS

1000's of Events

1000's of Documents

1000's of Discussions

Challenge

Over 100,000 people work for BT Globally, many are members of different diversity groups. Whilst BT sponsors and promotes such activities, costs were escalating and user experiences getting ever more fragmented with all the point-to-point solutions being used. BT wanted to consolidate the un-connected and disjointed systems into a single service. A single system would also provide consistent governance and security across all networks, allowing staff to come together safely.

The Mvine Solution

Mvine Private Business Networks provided BT with a safe, cost-effective and flexible socially collaborative platform for like-minded staff to discuss personally-sensitive topics.

• Together • Securely • Anywhere •

The Platform for Secure Enterprise Networks

Mvine Private Business Networks is a highly secure and socially-collaborative platform that gives individuals full control of their personally-sensitive information whilst giving them access to multiple diversity communities. It provides staff working for international organisations such as BT with exclusive networks where like-minded staff around the globe can discuss sensitive issues in private.

The versatile platform has empowered BT's staff to take full control of their People Networks, while reducing operating costs by 80% and eliminating vulnerabilities. Current and former employees have a vibrant community where they can chat, blog, share files, arrange events and more.

"BT chose Mvine over 70 other technology providers. It had to be usable out the box, be accessible from any location, and give its members the ability to tailor the system to their own needs. Mvine ticked all of these boxes"

Chris Hurst, Head of Security Services, BT

Fostering an inclusive working environment

BT actively promotes an inclusive working environment, mirroring the diversity of the societies in which it operates. As part of a group-wide policy to encourage inclusion and diversity, BT provides its staff with collaboration networks where people with common interests can exchange views, discuss ideas and share information. The networks are vibrant and flourishing communities where staff can define themselves by their ethnicity, sexuality, religion, gender or their status as carers.

However, the operating costs of the networks were escalating. BT's nine People Networks were using their own web presence, Facebook, Twitter and personal blogs, and as a result BT's resources were being stretched money-wise, time wise and server space-wise.

For example, one network had created a Facebook site with unqualified comments that could be attributed to BT people and make their people vulnerable.

Where it all started

BT selected Mvine Private Business Networks after evaluating a wealth of diverse products.

In Mvine BT saw a very sophisticated business and social intelligence interaction. Mvine makes sure rules, policies, entitlements and governance are applied the way a customer wants want, while working in the way humans work with systems.

The engagement began with a proof of concept around BT's Women's Network that included some extensive security testing. BT's own security team gave the solution their approval and penetration testing company Qualys awarded the solution its top A grade.

Mvine Solution

Mvine Private Business Networks provided BT Networks with a safe, cost-effective and flexible socially collaborative platform for like-minded staff to discuss personally-sensitive topics – fast securely and on time.

Features

- Qualys A grade
- Private networks
- Social tools
- Active Presence
- Multi -tenant platform

Benefits

- 80% cost reduction
- Richer yet simpler user experience
- Fine-grained control
- Vulnerabilities and risk mitigated
- Ethnographic insight

"Mvine provides a single platform that has all the capabilities our employees would ever need from a Facebook, Twitter or blogging site and with the added bonus of being able to organise their events and meetings. Mvine Private Business Networks has made a dream that I had possible; a dream of a common wealth of different viewpoints from different perspectives all coming together and working together safely."

Another eight networks were implemented within six months of the Women's Network going live. BT liked the way they could just turn on a new network with all the capabilities; all they had to do was provide the users. Typically, Mvine had a network up and running in minutes. Mvine supported the networks through regular bi-weekly meetings and delivered excellent training, managed the on-boarding and assisted the chairs and moderators with the design and visuals associated with the various different networks.

BT's People Networks today

Each network can be tailored by the members to meet their own specific needs. From features and functionality to security and access to content, community members are empowered to take control. Within each network, rules, permissions and entitlements can be set fine-grained to the individual, allowing networks and individuals to take control of the personally-sensitive information.

The solution relies on the Fair Information Practice Principles (FIPPs) model of consensual release of information. Every user can choose who they share their information with. The platform also allows external people to be brought into the networks. External members can see a subtly different interface – they can't see certain discussions, about internal BT policy for instance, about internal BT policy and have reduced access rights.

BT's People Networks today

Today, all BT staff in all geographies can easily and safely connect to one or more of the nine different People Networks through a single interface. When you log in you see your news, diary and messages aggregated from all your memberships. You can then go into one specific network where you can deal with things that are driven by the central theme of that network in a sealed capsule.

In the first year of operation BT reduced the operating costs of its People Networks by over 80 per cent, thanks to the Mvine Private Business Networks.

BT are no longer using a large number of different tools. Mvine provides a single platform that has all the capabilities BT employees would ever need from Facebook or Twitter or blogging and to organise their events and meetings. In fact, Mvine does more than simply replace the social capabilities provided by the previous tools; it reinforces subtle human behaviours virtually – such as the desire to contribute anonymously.

Mvine Private Business Networks ensures BT's people are no longer vulnerable, or making BT vulnerable, by enabling BT policy and security policy to be applied consistently across all of the networks. Put simply, Staff now have a place to securely communicate and exchange information. The networks also provide the telecommunications company with deep insight into the needs and desires of the many diverse communities it serves.

A growing platform

The platform's functionality has been extended recently, allowing the networks' chairs and moderators to indicate their presence. People can see who is online and connect instantly. Mvine reduced the number of emails, texts and expensive phone calls and interaction is more fluid since the service was introduced.

The platform's reach has been expanding too; there is growing support for the networks across all parts of BT. Senior management have recently attended and spoken at events that have been organised through the Mvine platform.

The leading-edge nature of BT's People Networks is also generating a great deal of interest amongst other global organisations. Networks from other companies have asked to come on board, with the head of one global brand's women's network joining BT's Women's Network as a guest.

The Future

BT wont stop here. The networks will continue to evolve to meet the evolving needs of their members.

Over time the intention is that each network will evolve into a community with features and functions to support the way in which they wish to work. More importantly each member will be able to define how they interact with their communities and define their own personal security model.

Products   Services

About Mvine

Mvine Ltd is an established British SME headquartered in London. The business is privately owned, stable, auto-financing and growing in its chosen markets. Its primary line of business is authoring and selling Cyber-Secure Platforms for Collaboration Portals and for Identity Management as well as delivering cloud support services.

Information confidentiality, integrity, availability and security is at the heart of everything we do. Our business complies to numerous standards; among the better known ones is Cyber Essentials. The Mvine platform itself has won plaudits for its superior cyber-security architecture, achieving a prestigious A rating in Qualys penetration testing.

www.mvine.com

About British Telecom

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To find out how Mvine can help transform your organisation, please call +44 (0) 208 392 4820 or email sales@mvine.com