

## **Tiscali enables British Standards Institution Group to Cut Cost of Keeping Staff on the Move**

*BSI Group cuts teleworker costs and increases productivity thanks to Tiscali's latest business solution*

London, 16 September 2004. Tiscali Business Services UK, a subsidiary of Tiscali the internet communications company, has announced today that the BSI Group, the leading standards, certification and testing services provider, has selected its teleworking solution - delivering access via Tiscali's own private IP network - to cut spiralling dial-up costs incurred by the BSI's remote workers connecting to the head office.

The BSI Management Systems division of the BSI Group had previously used a global roaming solution to enable 450 of its employees to dial-up via the internet to access the centralised systems at its offices in West London. However, with some staff connected for up to nine hours a day, while others were only connected for a few hours, a variable cost solution was proving expensive. In addition, using the internet was affecting productivity due to reliability issues.

"We needed a fixed cost solution and Tiscali's teleworking offer delivers a resilient, fast and future-proof solution – at a fixed cost. The Tiscali service provides a highly cost-effective answer to our teleworker access cost issue and it was easy to see the long-term value to the BSI Group," said Kevin Dean, BSI Group Technical Manager.

"Previously our teleworkers only had 56kps connectivity. With Tiscali, we can offer them a reliable, high-speed network. Productivity is up and costs to the BSI Group are down," said Rod Barber, Purchasing Manager MS-UK at the BSI.

Mike Edwards, General Manager of Tiscali Business Services said: "Enabling employees to telework effectively is a key issue for many UK businesses today. Already over two million people are teleworkers in the UK and the law empowers parents with children who are under the age of six or disabled to request flexible working – including the option of teleworking. But that can prove costly for the employer – BSI Group had one teleworker whose connectivity bill was often over £250 a month."

He continued: "Tiscali offers a teleworking service of comparable cost to that offered by Internet based DSL solutions but with the added performance and security of utilising our own MPLS based private IP network infrastructure, a solution that increases speed and reliability and can offer service level guarantees. This private IP network solution is also future proof to BSI's possible future requirements as it already supports VoIP and other real-time traffic such as video training and conferencing."

BSI also chose to take advantage of a Tiscali fully managed solution; enabling them to outsource all acquisition, support and configuration for their remote and office routers and modems and help desk technical support.

#### **About Tiscali UK Business Services**

Tiscali UK forms part of Tiscali SpA., headquartered in Cagliari, Italy. The UK company was launched in July, 2001 following the acquisitions of Liberty Surf, World Online and LineOne. Most recently, Tiscali UK acquired Tiny and Gateway ISP. Tiscali UK is positioned within the UK market as the 4<sup>th</sup> largest ISP.

Tiscali S.p.A., (Nuovo Mercato, Milan: TIS, Nouveau Marché, Paris: 005773), is the European Internet Company providing access, content and business applications, as well as innovative communications services. As at 31 March 2004, Tiscali had over 8 million active users of which 1,240,000 were broadband customers.

Tiscali's corporate website can be found at [www.tiscali.com](http://www.tiscali.com)

Tiscali UK Business Services, a leader in ADSL wholesale, has a focused product portfolio enabling customers to choose from IP Virtual Private Network and Managed Hosting solutions, ADSL and Leased line access, Streaming Media, Virtual Internet Service Provision and Telephony services.

Visit the Tiscali UK Business Services website: [www.tiscali-business.co.uk](http://www.tiscali-business.co.uk)

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