

Customer Success Story

A Decade of Partnership: BT Group Accelerates Voice and Messaging Innovation with Enghouse Networks

Ten years ago BT Group's Mobile Voice and Messaging unit invited us to help reshape the way voice services reach UK businesses. The goal was ambitious yet simple: create a platform that could grow with market demands and deliver new features quickly. From the outset both organisations agreed on a guiding idea: say yes to possibility, then work together until it becomes reality.



From the start, the relationship wasn't about a vendor and a client. "BT never treated us like a vendor," said David Porter, Sales Director at Enghouse Networks. "We've always been part of the conversation from day one. That's what made this work." Over the years, both teams adapted, shifting from traditional delivery models to an agile way of working that made space for faster launches and closer alignment.

We have built a trusted partnership grounded in shared accountability, open collaboration, and a focus on delivering real value to customers. What began as an empty platform has grown into a nationwide solution used by small-business and CPS customers across the UK.

Enghouse became fully integrated into BT's workflows, participating in sprint cycles and product planning. Regular discussions with BT customers helped both teams shape new capabilities around real user needs. The outcome was a stable, cloud-based voice and messaging platform that now serves a national customer base and continues to expand.

This year marked a major milestone. BT completed the full migration of its voice platform to the cloud, creating the flexibility to introduce new pricing models, launch features more quickly, and support long-term strategic goals. "We started with zero customers on the cloud," said Nitin Patel, Director of Mobile Voice and Messaging at BT. "Now we have a strong, stable base using services built on a cloud platform that allows us to respond faster to the market."

Looking ahead, we're exploring how to apply AI, make better use of data, and support BT's focus on fixed-mobile convergence. Ten years in, the partnership continues to evolve with shared goals, mutual respect, and a commitment to delivering what matters.

Thank you, BT Group.



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