

Project Services

Project Services are for customers who seek coordination of a programme of orders that typically include an engineering visit. Whatever your requirements, wherever they are and however many lines or circuits are involved, our team will be focused on completing your project on time and to the highest possible standard.



Planning and management expertise to help you take on any project regardless of size, complexity or UK location.

Service benefits

Improved time and budget management

Working with you from the planning stage to reduce the risk of large projects overrunning or going over budget.

Valuable experience

Bringing you knowledge of what works, what doesn't and how end user needs differ. Including experience of sector specific issues and processes and how to deal with them.

Controlled, smoother delivery

By clearly highlighting issues or roadblocks helping to reduce the dwell time between activities.

Less hassle

A single point of contact in Openreach takes care of all the logistical challenges leaving you free to concentrate on your core business.

Obstacles removed

Access and security clearance issues are dealt with in advance so they don't put the job in jeopardy.

Service features

- Project management expertise available to help you manage anything from smallscale local projects to complex nationwide programmes of work
- Coordination of orders and delivery dates for multiple products at the same site
- 'Hands on' resource available to help you roll out projects of all sizes and complexity
- Access processes to ensure engineers are aware of the rules and regulations on site and follow the correct procedures to gain authorised access
- Direct collaboration with assigned engineers to reinforce job instructions
- Third Party rendezvous co-ordination with our engineers to support access to unmanned or secure sites
- Weekly reporting on project progress
- Programme management capability to support more complex programmes. Providing governance structure and planning aligned to agreed targets and milestones.

What does the service cover?

Co-ordination of a programme of orders for copper products, Non Served Premises (NSP), Site Offices, Ethernet and mixed Ethernet/Copper products that involve a field engineering visit for a single end user. This can be across multiple products as single or multiple sites.

How we work

Understanding and evaluating the challenge with you

This includes consideration of how we've overcome similar problems in other projects.

Scoping the project

This determines the requirements and agrees timescales to ensure expectations are met and nothing is overlooked.

Drawing up a Project Services agreement

This includes a project plan which acts as a Service Level Agreement, covering objectives and deliverables, key tasks, process methodology and an estimated price.

Agreeing a level of support

Typically there are three levels, although complex projects may call for a mix of all three:

- Project Coordination or Job Management
- Project Management
- Programme Management.

For more information on Project Services visit www.openreach.co.uk/projectservices or contact your business development manager.

www.openreach.co.uk

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