

Can't see the wayleaves for the trees?

Our Managed Wayleave service will put businesses on the right path to successful wayleave completion. Welcome to the 21st century.



No pain, all gain

We've done our homework. Understanding the wayleave process bottlenecks is essential to improving signing durations. Through our partnership with expert property management company Cluttons, we have analysed wayleave impediments and failures to understand the key issues that result in delays. From this intelligence, we have developed a process that not only gets the job done, it does so in record time, with minimum fuss.

The benefits of a Managed Wayleave service

Reduced complexity leads to reduced project and service delays for customers, improved wayleave delivery times, more completed wayleaves and a better return on investment.

Our **Managed Wayleave Service** takes away the pain of **the process**, offering a single point of contact and excellent problem resolution. As we manage everything on behalf

of the customer, we reduce unnecessary expenditure on expensive subject matter experts.



The amount of time saved on average by early adopters



Failure rate is now down from 11.5% to 1%



The reduction in customer delays

A faster, easier and more cost-effective process that can free-up valuable time for project and service delivery. With wayleaves signed more quickly, and more processed each year, customers can focus on their core business.



How the Managed Wayleave Service works

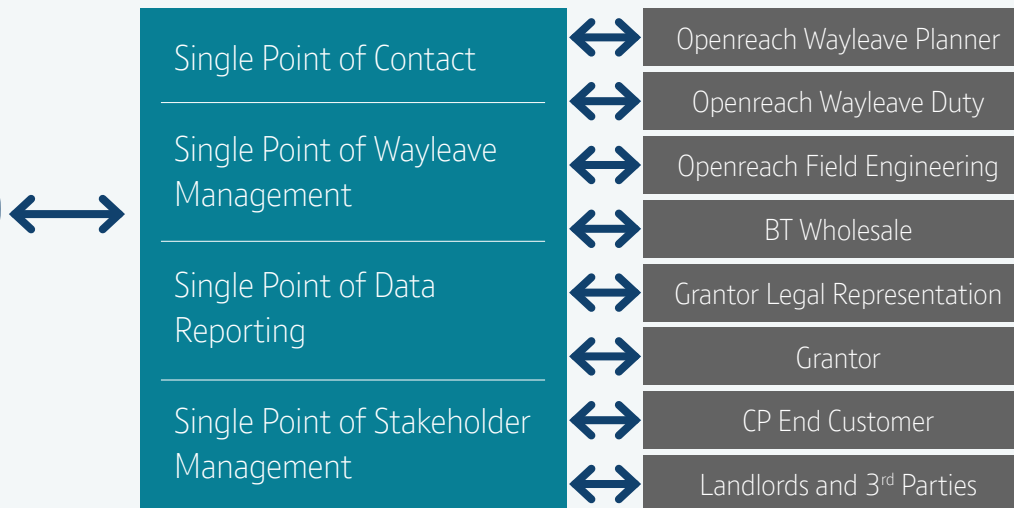
How do we do it?

1. We offer a single point of contact, which means service providers no longer have to deal with an overwhelming number of stakeholders.

A process that not only gets the job done, it does so in record time



Communications Provider





We assure the
quality and
consistency
of data

2. We manage a wayleave from cradle to grave, tracking the wayleave lifecycle through a dedicated system to streamline and enhance the wayleave service. This includes:

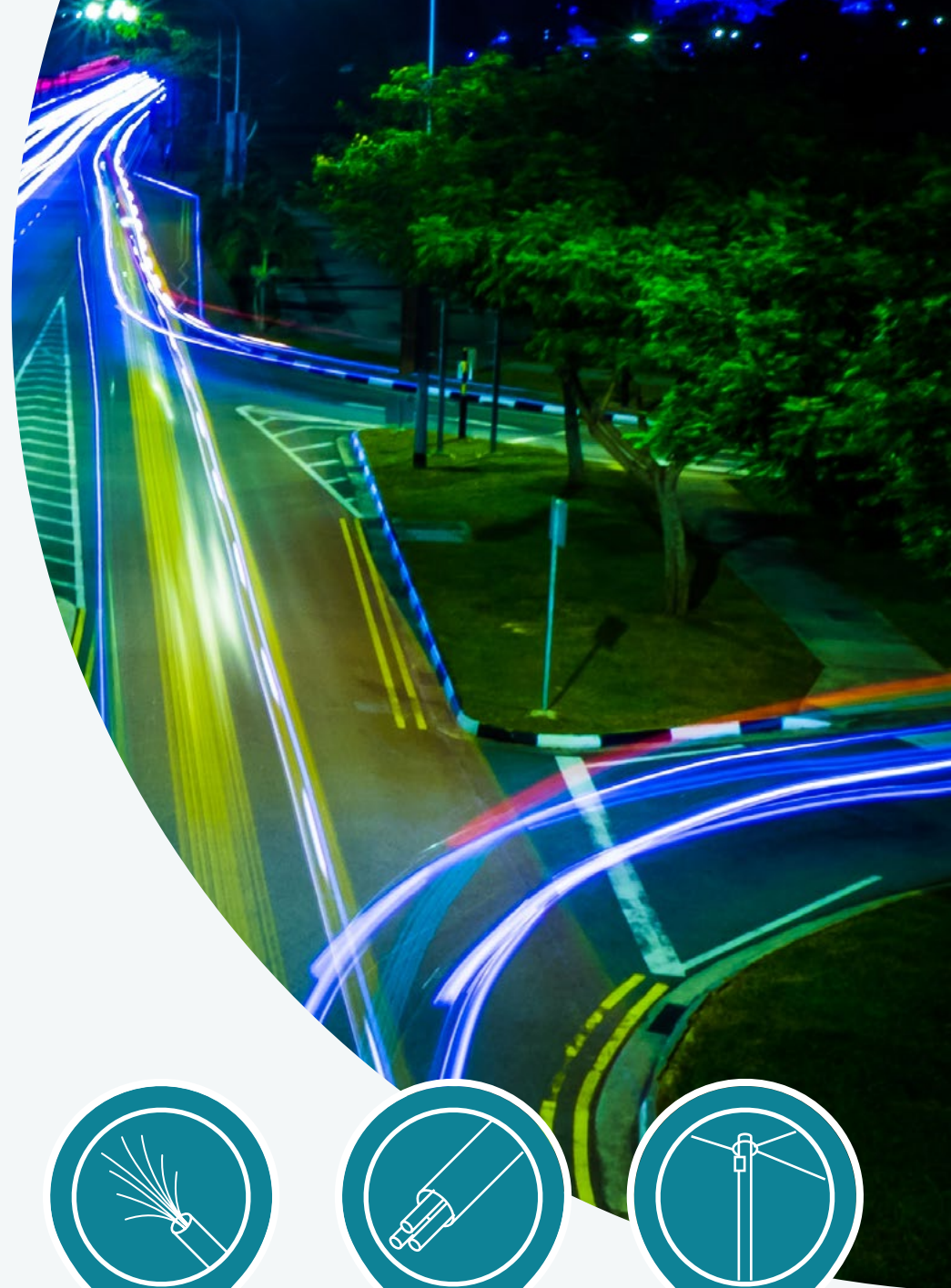
- Data validation management: we assure the quality and consistency of data within mandatory wayleave templates
- Proactive intervention management: we track all intervention events on a daily basis
- Wayleave tracking, service level and reporting management: we have built a dedicated workflow management system to track, audit and report
- Management of all the interfaces and interactions with stakeholders: we can report on current and historical wayleaves by lifecycle event, keeping everyone informed at the touch of a button

3. We analyse delays and identify resolutions using specialist property management knowledge and tools, through expert partner Cluttons. We are continually applying methods to improve the service, speed up the process and make sure customers receive the best possible outcomes for their wayleave applications.

Cluttons – the property management experts

BT Wholesale has partnered with Cluttons to help deliver an exceptional Managed Wayleave Service. Cluttons is an international property management business, operating in 50 countries with a team of telecoms experts in its ranks. The business is responsible for three and a half thousand wayleaves a year, boasts managed estate payments of £285m annually and has 50,000 leases on its books.

Cluttons role is to provide expert knowledge and tools to help deliver a more streamlined approach to wayleaves, reducing pain points, improving efficiencies and ultimately cutting costs for our customers. With access to the resources and in-depth knowledge required to meet almost any technical challenge, Cluttons has already proved to be a principal piece of the wayleave management jigsaw.



BT Wholesale – experts in communication products and services

We've invested heavily in designing products and services to resource the future of business technology. Combining rapid technology deployment with reduced risk, BT Wholesale is a dedicated and trusted supplier, working for the benefit of customers.

Alongside our products, our Professional and Managed Services are designed to improve the efficiency, cost base and customer experience for our wholesale customers across their business lifecycle. Our team can assist with everything from consulting on business strategy and planning and design, through to fully managed services to host, operate and execute business and technical operations.

By giving you the right solutions, the right help and the right support, you can provide your customers with exactly what they need.

Call time on lengthy and complicated wayleave deals with our Managed Wayleave Service

We make it possible. Contact us for more information.

Email clientreception@bt.com or call

0800 671 045

www.btwholesale.com/whc



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