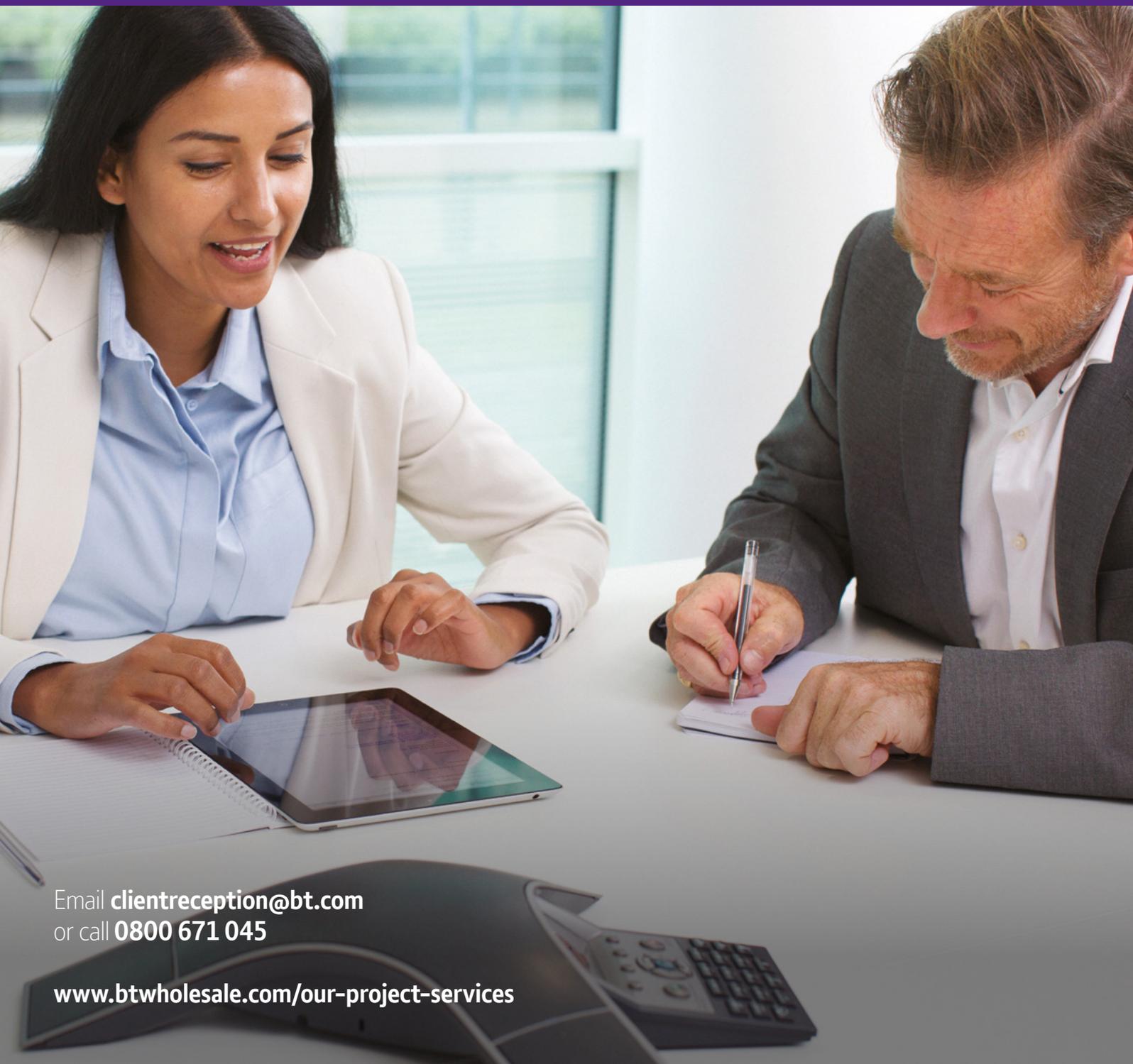


BTwholesale

Our project services

Partnering to deliver success



Email clientreception@bt.com
or call **0800 671 045**

www.btwholesale.com/our-project-services

Changing the way you deliver projects. For the better.

Delivering a successful project is no easy task. In fact, half of them aren't even delivered on time or budget. And the ones that are delivered? They don't always succeed or fully satisfy your customers' expectations.

We're here to make sure that doesn't happen to you.

Whether you need assistance to see a project through or want us to manage the whole thing, we can give you the support you need. From resident job controllers coordinating the ethernet order process, through to programme managers delivering complex business transformation, we have the capability to help you deliver success. Our projects services have been designed to help you hit the ground running.

Helping you to manage a project or programme. We manage thousands of accredited project and programme managers who will deliver and assure your delivery portfolio. Which means you'll be able to handle peaks in demand and use our resources to augment your own capabilities. In fact, our experts are used to deliver our own network investments, so you'll be getting the same expertise that builds and transforms the UK's largest and most critical networks.

Helping you to support your project team. We can provide a project office that augments your own by fully integrating our specialist resources, expert project management skills and powerful processes within your own business operations. From planning and communications through to risk management and reporting, we'll handle all aspects of a project. So your project manager can focus on delivery while we sort out the background details.

Helping you support your project. We can take ownership of specific parts of a project with our complimentary services. This includes a Managed Order Desk, resident job controllers and Managed Install, all available on tap to help you when you need it.





Handling the pressure of delivering network projects

We've been helping big brands successfully deliver a wide variety of network projects. For instance, our project services helped Zen Internet to deliver on their next generation network ambitions. Our team also helped deliver the architectural designs, the UK field services, and the in life fault-fix.

We've also project managed the delivery of the HSCN network for Redcentric, managing the deployment of 3,000 circuits covering hospitals, GPs, schools and prisons. And we acted as the prime contractor for the NHS, managing teams from more than ten major IT organisations to bring the NHS Spine service to life.

So whether it's delivering bespoke customer and supplier reporting; taking over the delivery of circuits across the UK; or working on one of the largest IT programmes in the world – we've got the experience and we'll help you do it too.

Why work with us?

You'll be backed by the best. As a world leader in communications, we guarantee high quality and competitive services. We've built the largest IP and 4G networks in the UK and have invested heavily in developing products and technologies that will meet the needs of the business of the future. And you can make use of our knowledge and experience to deliver your projects.

Our expertise is yours. Our programme management delivers a clear framework for defining and implementing change within an organisation. This has developed from years of delivering the UK's largest investment programme and also leverages external accreditations.

A proven network. Our nationwide network enables you to offer a high quality and reliable service, supported by our expertise and rich heritage. You can fulfil your potential with the help of our engineering teams, guaranteed support levels and you can fulfil your potential with the help of our engineering teams, guaranteed support levels and a great speed of response.

How does project and programme management work?

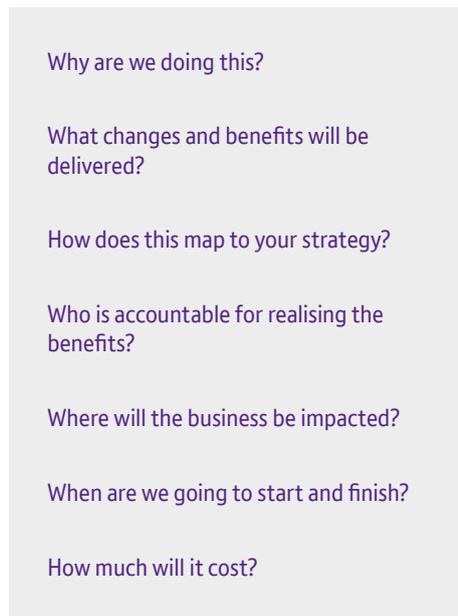
There's a difference between projects and programmes. For example, complex business, IT and network change requires delivery and management methods that supersede standard project management. We have experts in both project and programme management, ensuring that we can partner to deliver both.

The three sevens of project management

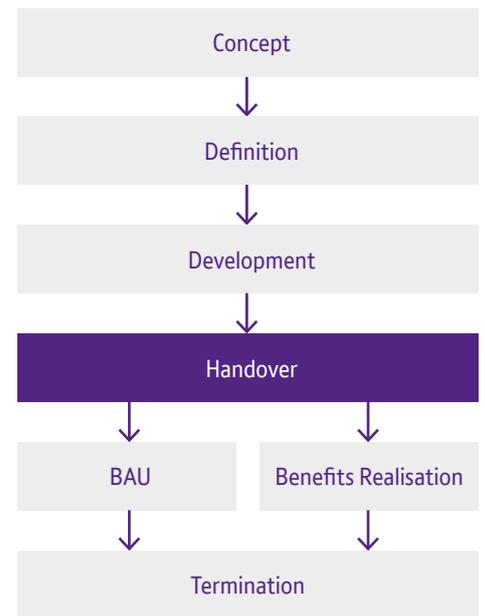
7 components



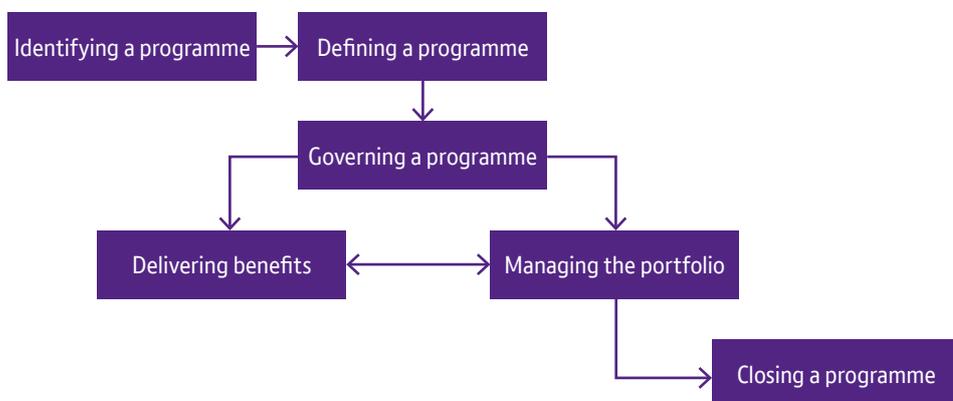
7 questions



7 phases



Using MSP framework to manage complex programmes



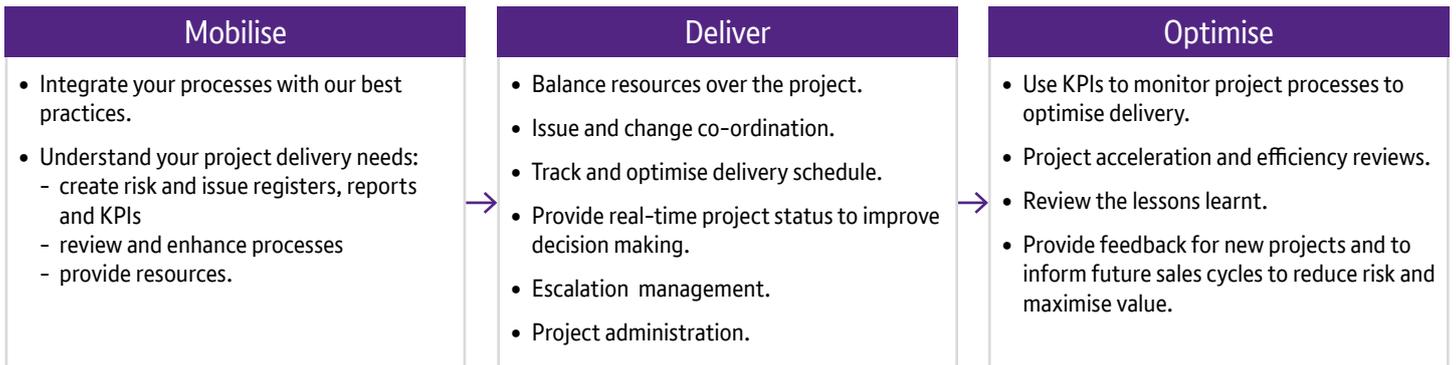
← Capabilities supported by extensive and evolving body of knowledge. Where proven templates and processes can be leveraged. →

- Our project and programme managers are accredited in either Prince 2, Project Management Professional (PMP) and Managing Successful Programmes (MSP).
- We have over 4,000 fully accredited experts serving the whole of the UK.
- And they're on hand to fill in any gaps in your resources.
- With consistent delivery, they'll add value to your business while reducing costs.

How do we support your project team?

Our project office managers form a dynamic delivery team in partnership with your project manager. With the use of reports and key performance indicators (KPIs), we enable you to assess the value of your projects.

- Our experts will support your team to ensure the job gets done.
- All our skills, resources and processes are leveraged to deliver projects faster, to a high quality and within budget.
- Using monitoring processes and lessons learned, we'll continually improve project delivery
- And that will reduce investment risk, cut costs and free up your resources.



How do we support your project?

We have a range of services that can help you with specific delivery tasks. You'll be able to leave your customers, drawing on our resources and people as and when you need.

Design and engineering

Our engineers help to fill any gaps you have in your design and build capabilities, or can provide you with new skills.

Managed Order Desk

An outsourced solution that's designed to save you time, trouble and money. We'll take over the whole process of ordering your connectivity and customer premises equipment (CPE).

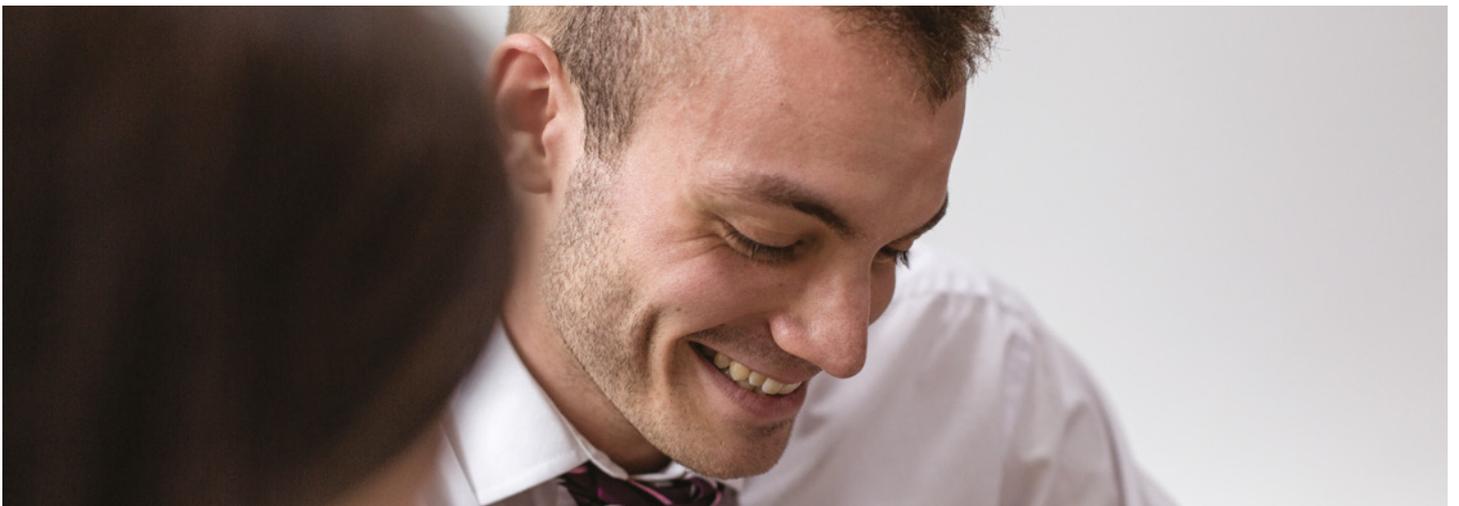
Resident job controller

Our job controller becomes an integral member of your team, spending most of the time onsite and working directly with your customers. They'll increase the speed and assurance of circuit delivery.

Managed Install

A suite of products that streamlines network installation and service delivery.

- We also provide you with team training and support to help after we're gone.
- Improve customer satisfaction with specialist support.
- Our proven processes have already helped deliver successful projects. Let us do yours.



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Offices worldwide

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