



# Our project services make your project problems a thing of the past

In fact, we'll do the work for you.

We know that delivering a project can be difficult. In fact, 60 per cent of projects aren't delivered on time. And 54 per cent of them are not on budget.\*

Are you struggling to win a bid? Or perhaps need assistance to see it through and leave your customers satisfied? Whether you want us to manage the whole project from the start, create a project office that augments your own or just provide support as and when you need it – we have a range of solutions for you. And if you need expert project and programme managers who excel in complex projects like network change, then we have thousands of accredited professionals to assist.

Only 50 per cent of delivered projects are actually successful.\* We want to make sure that doesn't happen to you.

**Let us do the leg work for you. We can make a real difference to the way you work.**

**Helping you manage your project or programmes.** Our project and programme managers deliver and assure your delivery portfolio. If you're struggling with peaks in demand, missing skills or have a lack of available resources, we can help. Our expertise will boost your ability to deliver a wide range of projects and programmes.

**Helping you support your project team.** We will fully integrate our proven capabilities with your business operations. This will enable you to enjoy a new confidence in the speed, delivery and quality of your network projects.

**Helping you support your project.** We can provide the critical skills you need to deliver any project, no matter how difficult. Our support services enable you to provide those all-important finishing touches that make all the difference to a project.

## Helping you manage your project or programme

Our experts will manage a full programme or project for you. They have certifications in Prince 2, Project Management Professional (PMP) and Managing Successful Programmes (MSP). Our project and programme managers are experts, with deep experience in network change and are used to deliver our own network projects. We provide you the expertise that builds and transform's the UK's largest network.

With our accredited experts working behind the scenes, you'll be able to free up time for your own resources and concentrate on running your business.

## Supporting your project team

Our team of project office support professionals will support your team to get the job done. That means all our skills, resources and processes are leveraged to deliver projects faster, to quality and within budget.

Our project office integrates with your organisation to ensure seamless delivery. We use monitoring processes and lessons learned to continually improve project delivery, reducing investment risk, cutting costs and freeing resources.

## How we can support your project

If you need us to take ownership of specific parts of your project, then we can do that too. We have a range of complimentary services:

- a Managed Order Desk which industrialises the order process, reducing costs, speeding book to bill, and simplifies operations
- resident job controllers who increase the speed and assurance of circuit delivery
- Managed Install which streamlines network installation and service delivery.

You'll have access to specialist skills on tap and can lean on us for support.

## Big benefits

- **Fill in the gaps.** With over 4,000 fully accredited experts across the UK, we have the scale to meet your customers' needs.
- **Quality results.** We will contract to assure quality and outcomes.
- **New opportunities.** We release your delivery resources to focus on growth and customer experience.
- **Lower costs.** Greater consistency, better decision making and more effective use of resources, you'll significantly reduce expenditure.
- **Quicker turnaround.** We have dedicated project and programme practices, ready to mobilise quickly, to reduce your delivery timescales.
- **Free up your resources.** Your business can focus on new growth while we manage delivery.

## We fit around you

Our project services are bespoke and can be tailored to fit around your specific projects. To find out more about how we can help, visit [btwholesale.com/our-project-services](http://btwholesale.com/our-project-services).

Issued: April 2019

Find out more at: [btwholesale.com/our-project-services](http://btwholesale.com/our-project-services)

## Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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