

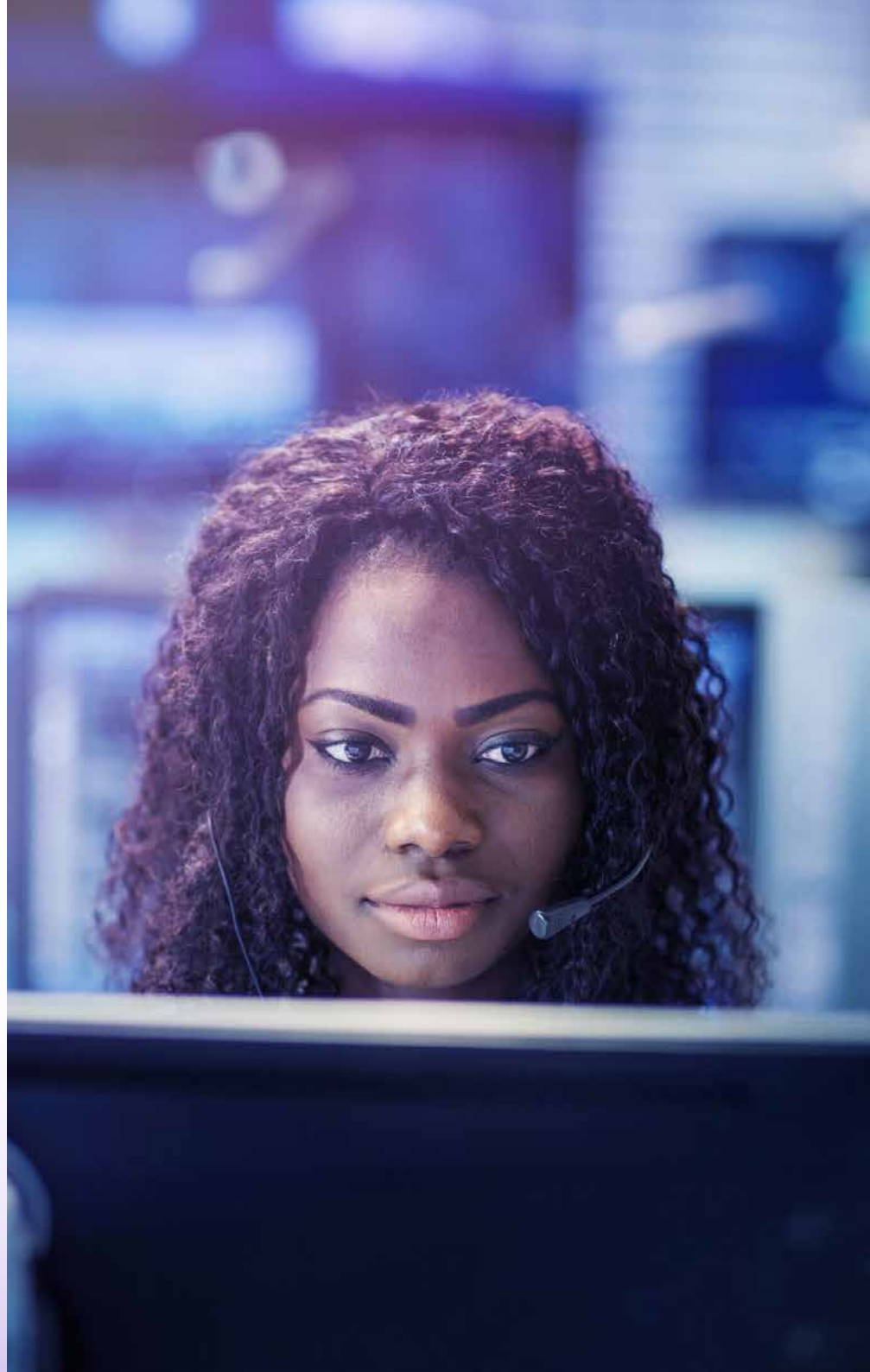


Simplify your business with Managed Order Desk

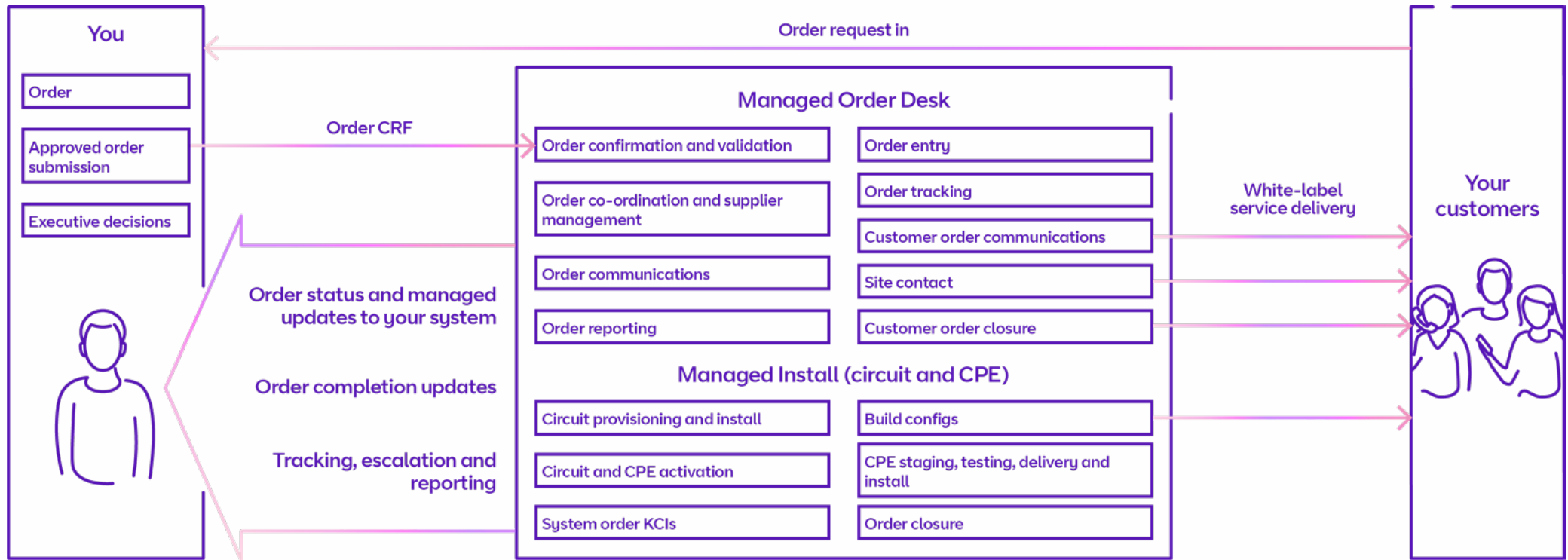
Learn how you can increase efficiency and your revenue

The more your business grows, the more complex and time-consuming order management can become. Your costs can rise too, as you respond to the operational, management, training and maintenance demands that come with increasing order volumes.

With our Managed Order Desk solution, life can be simpler. Whether it's for one-off projects, all-IP transformation or business as usual, we can do all the hard work for you – giving you the breathing space to focus on your customers and grow your business.



Our full service model



What is it?

Managed Order Desk is a complete service wrap, bringing together everything you need to take and process orders.

It consists of four key services:

Managed Order Desk

Reduce operating expense, improve efficiency and maximise volume pricing with this end-to-end service.

Project deployment

We can co-ordinate and project manage multi-site, multi-circuit deployments. This includes ordering and provisioning Ethernet and customer premises equipment (CPE).

Managed install

Ethernet and CPE in a single order. We'll deal with everything from co-ordinating circuit provision to CPE staging, delivery, installation, testing and billing alignment.

Migration support

Get a back office team in normal hours or out of hours, with the option of on-site support from a field engineer.

You can pick and choose services on-demand or take Managed Order Desk on a per-project basis – helping you to save time and money.

How does it work?

When you take our Managed Order Desk service, we'll work on your behalf, handling everything with your customers and your suppliers. Throughout the journey, we'll keep them and your business informed of what's happening.

Case study:

How we helped Daisy deliver for a major hospitality firm

Customer: Daisy Corporate

The challenge

Daisy Corporate had a contract to provide a leading pub chain with new connectivity, making it easier for pub patrons to order from their phones. Consisting of Ethernet for 500 sites and SoGEA and FTTP for 1,100 sites, the project was huge and complex.

Our solution

Daisy Corporate turned to us, to help it deliver the project on time, without overstressing its resources. Our Managed Order Desk team worked with Daisy Corporate to make it happen. Initially, we were tasked solely with ordering connectivity circuits, but our role expanded as Daisy Corporate saw the benefits of outsourcing to us.

We also provided:

- Tracking and modification of connectivity circuit orders.
- Daily meetings and regular reports to keep Daisy Corporate up to date.

- Access to Openreach's value added services, letting us intervene on orders that need special attention and reducing costs.
- A dedicated team, offering flexible project management and out-of-hours rollouts.

The results

We delivered more than 200 SoGEA circuits in the first three months. The whole project was completed within eight months, and we rolled out more than 770 broadband circuits and over 300 Ethernet circuits.

By working closely with Daisy Corporate, we reduced the average delivery times for connectivity from 30 to 20 days and run the project ahead of schedule.

This has saved the company more than 159 days of total labour.

As a result of this success, the pub chain has awarded Daisy Corporate with a new contract for another nationwide rollout.



Why work with us?

- We have decades of experience, managing and deploying networks.
- With our engineers, you and your customers get high-quality, reliable service.
- We're constantly innovating, looking for new ways to serve you and your customers.
- Everything we do is designed to support your growth and help you maximise revenue.
- Our growing, future-proof portfolio gives you the flexibility to work with a wide range of customers.
- Stretching right across the UK, our networks are fast, reliable and secure.

Learn more

For more information, please speak to your account manager or contact clientreception@bt.com

Offices Worldwide

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