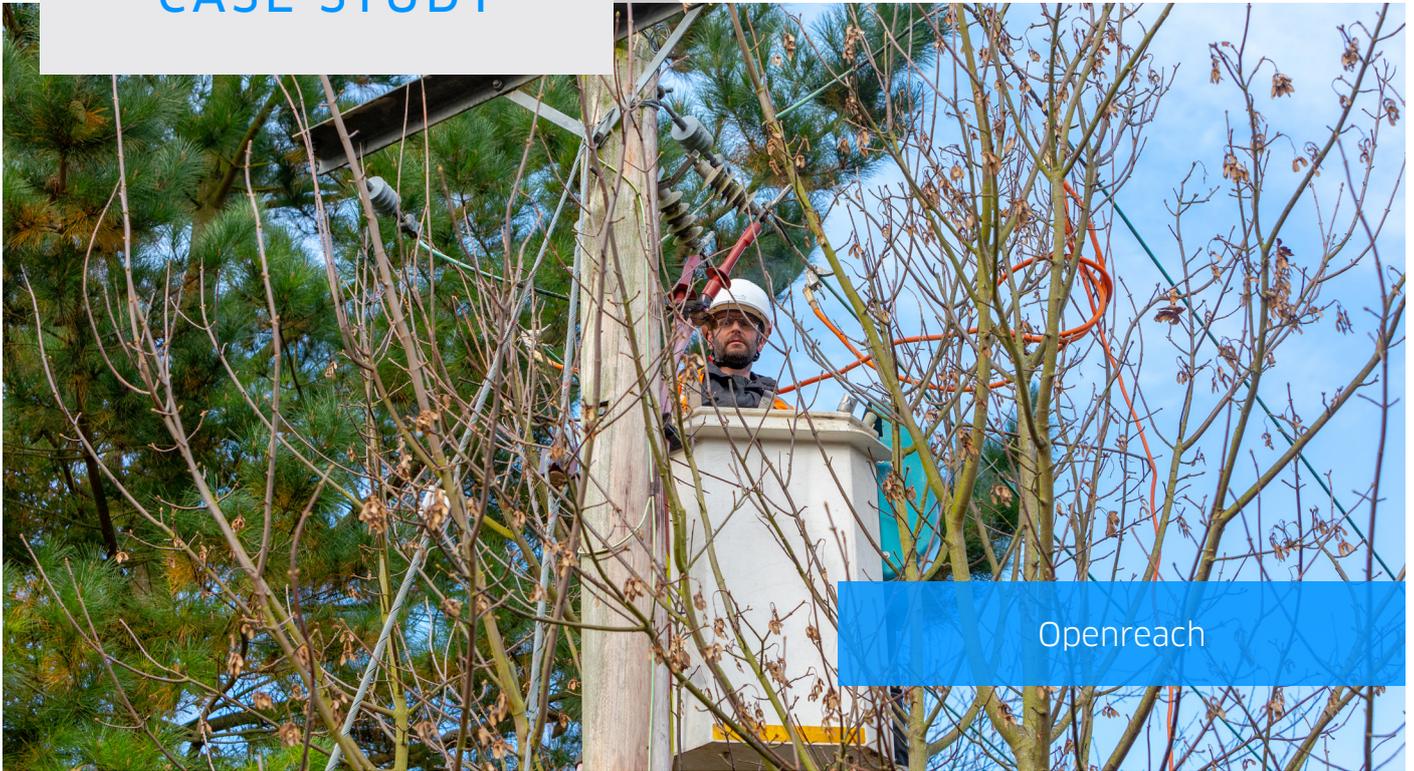


National Tree Cutting and Desilting Works

CASE STUDY



Openreach

OVERVIEW

For 20 years, Ipsum has delivered the Desilting contract for Openreach. Here we maintain Manholes and Footway / Carriageway Boxes, as well as clear and repair all external Duct Routes / Pipelines to ensure infrastructure standards remain effective.

As a testament to our dedication of delivering best-value, in 2018 Openreach awarded Ipsum an additional contract for Tree Cutting works. Here we work throughout the UK to ensure overhead lines and signal paths are cleared, further strengthening the connectivity standards of Openreach's vast network. Our Tree Cutting works have a strong focus on health & safety wherein our Operators create a safe passageway for Openreach Engineers, ensuring they have a clear space to install cables and infrastructure.

CHALLENGE

Working in partnership with the UK's largest broadband provider requires Ipsum to deliver a high volume of projects nationwide, many of which are located in some of the most remote areas of the UK which invites many logistical challenges.

From Lands' End to John o'Groats, our specialist and dedicated team must remain flexible in order to meet the response times and stringent quality standards of the client.

Ipsum understand that our works are critical to the success of the Openreach network, so if our operational teams fail to respond quickly, this could cause poor connectivity for Openreach customers throughout the UK.



THE PROCESS

A crucial function behind our service delivery on both Openreach contracts is our National Service Hub from where we accurately record all work requests and co-ordinate these with our field Operators.

Our Service Hub plays a leading role in ensuring response times are met, as well as providing one dedicated point of contact for Openreach.

At Ipsum we are always looking to introduce innovative ideas to strengthen our quality standards. Our contracts with Openreach are a perfect example of this where we have recently introduced contract management software to enable our staff to conduct site inspections on the go, providing Openreach with proactive management capabilities.



Swift and effective response to all job requests from a dedicated Service Hub utilising bespoke software.



Completing jobs quickly and safely to a high standard through our large dedicated resource pool, supported by specialist service partners.



Consistent service performance with improvement measures proactively identified at regular contract review meetings.

RESULTS

In order to provide Openreach with a consistently high-quality service, Ipsum have deployed a dedicated nationwide resource to effectively manage all works derived from both contracts.

20 years of collaborative working later, Ipsum now have multiple offices strategically located throughout the UK; all of which are supported by teams of specialist sub-contractors, providing Openreach with a best-value service.

SUPPLY CHAIN EXCELLENCE

In order to adapt to the ever-changing needs of Openreach, Ipsum work with a number of specialist service providers across the UK to carry out each project to a high standard; each delivered on time and on budget.

Due to our continued success, many of our specialist sub-contractors have grown with us over the years; a number of whom we have now worked in partnership with for over 10 years.



Unit 59, Lancaster Way
Business Park, Ely,
Cambridge, CB6 3NW



0870 092 1996



info@ipsumutilities.com
www.ipsumutilities.com