

Case Study



BT Openreach Auxiliary Services - Desilting, Tree Cutting & Scaffolding

Overview of Works

Ipsum has worked in partnership with BT Openreach for over 20 years, delivering specialist infrastructure maintenance solutions to support their national network. As their tried and tested Auxiliary Services partner, Ipsum are the single-source provider of Desilting, Tree Cutting and Scaffolding Services. From Land's End to John O'Groats, we deliver planned and reactive works across some of the most remote corners of the UK, helping to keep Britain connected.

Working with the UK's principal Telecoms provider invites several challenges, none more so than delivering a high volume of planned and reactive services UK-wide which are critical to the quality and performance of BT Openreach's network connectivity.

Should our service levels drop at any point, this could invite multiple risks to BT Openreach, such as financial impacts caused by an increased number of abortive visits, or reputational damage as a result of poor Broadband / Telecomms performance for BT Openreach's extensive personal and business user customer-base.

Due to our diverse service provision and the high-risk operational environments involved in the BT Openreach contract, such as operating on busy highways or working near water, the implementation of robust health & safety procedures is essential to the safe and effective delivery of works.

At Ipsum we never compromise health & safety in anything we do, with each individual activity carefully risk assessed and monitored by our dedicated in-house SHEQ Team to ensure the protection and welfare of our operatives, BT Openreach staff and the general public.

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Resource Agility & Service Efficiency

Ipsum deliver the Auxiliary Services contract through multiple localised teams, each strategically located throughout all corners of the UK. Each team is fully equipped with specialist Tools, Vehicles and Equipment which allow them to deliver a diverse scope of works across wide geographical footprint. The resiliency and flexibility of Ipsum's national resource capability, combined with our integrated planning and technical support functionality, enables our operational teams to swiftly respond to all planned & reactive requests and increases in work volumes.

