

BT Umbrella

BT

UK-wide

Value: £10m per annum



Morrison Utility Services has considerable experience in the telecommunications industry and has been appointed by BT to ensure performance delivery in any named BT RBA as an overflow service provider under their Umbrella Framework Contract.

Morrison Utility Services has an existing BT Contract Office (CCO), which incorporates a customer call handling (CCH) department and is the focal point for managing work orders received.

By utilising our established setup, we are providing BT with additional resources for all workstreams in all regional business areas (RBAs) throughout the UK, as demonstrated by our transition into Yorkshire and Humberside and our recent assistance in Wales, North East and East Anglia RBA's.

Identified below are the work areas that Morrison provides to BT to improve its service delivery:

- Work distribution to remote RBAs
- Performance management and measures
- Quality
- Safety
- E-business (system interface)
- Geographical coverage
- Work type (cable/asset/civil)
- Pressurisation
- Fault volume reduction
- Resource mobilisation