

# BT Umbrella

**Value; £10m per annum**

**Contract; BT Umbrella**

**Term; 4 Years**

**Location; UK wide**

**Description:**

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

Morrison 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 work streams in all regional business areas (RBA's) throughout the UK, as demonstrated by our transition into Yorkshire and Humberside and our recent assistance in the Wales, North East and East Anglia RBA's.

Identified below, are the work areas which Morrison provide to BT to improve their service delivery.

- Work Distribution to Remote RBA's
- Performance Management & Measures
- Quality
- Safety
- E Business (System Interface)
- Geographical Coverage
- Work Type (Cable / Asset / Civil)
- Pressurisation
- Fault Volume Reduction
- Resource Mobilisation