

Customer Network Solutions team

When a standard approach isn't enough, or our 'off the shelf' solutions don't meet your needs, our national team of regionally based experts can step in. Whether you need us to move a distribution point or drop wire, create a bespoke network solution or alter a network on a complex site, we have the skills and flexibility to help. We can also work to challenging timescales where required.

Our customers typically include Communications Providers (CPs), councils, building contractors, construction consultants and 'own network' managers.

What we offer

Our team can handle most network related requirements that are not covered by a product or service already listed on our website. This includes:

Complex / bespoke network solutions – including maintenance options

Repositioning work – including distribution points, drop wires, poles and cabinets

Provision of cabling solutions for new building, refurbishments or redevelopments

Design and installation of bespoke passive fibre infrastructure – to support digital switch/wifi /security products

Temporary lines for redevelopment sites – from small refurbishments to supermarkets

Extension wiring solutions – fully guaranteed

Connectivity for large events and to remote locations – e.g. air shows, royal weddings, wind farm developments

Housing stock refurbishment programmes – including end to end project management

On-site network disaster recovery – in the event of fire, flood, storm damage etc.

Auditing of network assets – including LLU, inventories and field/desk specialists work

Specialist solutions – to meet Government or industry vertical standards (MOD, power stations etc).

Meeting specialist requirements

It costs nothing to talk to us and if we can't help, chances are, we'll know someone who can.

We are familiar working in secure and sensitive environments and can handle bespoke requirements across a range of industry verticals including:

- Government / Defence (MoD)
- Energy
- Retail / finance
- Construction / development
- Manufacturing
- Education
- Local Councils / Authorities
- Health
- Security
- Transport

"We understand the needs of a wide range of customer types. For example, the MoD and Energy industries require high levels of security clearance for anyone on site and often demand higher levels of physical protection for cables. Meanwhile a retailer's priority is often to ensure credit card machines remain operational while work is being done."

Rob Gilbert, General Manager – Customer Network Solutions, Openreach.

Benefits to you

Re-cabling an individual building? Managing a large, complex redevelopment? Rolling out a multi-site network improvement programme?

Whatever your challenge, our team can provide fast, professional solutions.

Access a wealth of industry experience

Our Regional Teams have an in-depth knowledge of requirements and working practices specific to different industry verticals. Their experience is constantly updated and used to provide our customers the best solutions across the UK.

Minimal disruption to daily business

Having our own resource allows us to get work done outside of normal business working hours or to a specific timetable. This minimises disruption and keeps businesses trading when it's most critical. We offer this at a regional and local level and can co-ordinate specialist resource too.

Turn local pilots into national roll outs

Our Business Development Managers can build regional teams to support projects that cross geographical boundaries. Having the same supplier and a single point of contact throughout a complex programme reduces risk and maximises efficiency.

Get the job done quicker

Certain network rearrangement work can only be carried out by Openreach. Choosing one supplier to complete the whole job makes sense and will help to meet the most challenging timescales.

Offers CPs a complete solution

You can use our team to help deliver complete network solutions. Our skills will remove the need to find independent contractors to carry out related network rearrangement work. We can also identify other line and network requirements while on-site.

Enjoy better quality solutions

Our experts have strong engineering backgrounds and a wealth of industry specific knowledge and contacts. They have the skills and experience to assess your needs in full, problem solve in bespoke environments and deliver the most robust, flexible and cost effective solutions first time.

One team working on your behalf

Although we don't install LLU, WLR3 or Ethernet services ourselves; our team can arrange to complete related cabling and network rearrangement requirements at the same time. We work closely with our sales and service managers to achieve this.

Clear, tailored pricing

As every project is different, we produce individual quotes using relevant published prices. For large scale bespoke solutions for example, we apply our highly competitive engineering services pricing.

“It's essential for us to work with suppliers who are flexible and believe in good, old-fashioned human interaction. That's one of the main reasons we appointed Openreach to wire-out our new store.” Jonathan Henry, IT Project Manager, Morrisons.

www.openreach.co.uk

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