Customer Network Solutions

Fibre infrastructure for the National Trust

More than 24 million people visit over 500 National Trust sites every year. That adds up to a lot of networked devices, such as tills, laptops, tablets and PDQs – not to mention the increased use of video conferencing, centralised IP telephony and digital collaboration between sites. To cope with all of this and improve public wi-fi for visitors, it needed a major network investment so the National Trust embarked on its largest ever network transformation programme to bring fibre to around 215 locations nationwide.

Delivered with confidence

A big part of the transformation programme was Openreach Customer Network Solutions (CNS) – Network In Advance (NIA) that built new infrastructure to site in advance of the customer needing to place an order with a broadband provider, speeding up the project.

We also set up a direct communication link into the National Trust project management office giving the customer complete visibility of the project and progress of each site, delivering a successful collaboration across the programme with agreed common goals. Each site was planned up to a month in advance to allow co-ordination between our engineers, National Trust and archaeologists to ensure each site began on time.

"The delivery model has been a great success. Establishing a dedicated civils and cabling workforce with Openreach has enabled us to move fast and maintain full visibility and control over the works – something that would not have been possible without using Openreach CNS bespoke project management."

Dan Romani, National Trust Programme Manager

> The increased bandwidth and improved reliability that the new fibre infrastructure provided overcame the constraints of the existing copper network. It is better able to handle the escalating volume of data being sent over the network and underpins the National Trust's demand for a mobile workforce, backing up data to the cloud, visitor services such as public WiFi access and future possibilities such as augmented reality visitor experiences.

"Occasionally we had to stop work if our engineers found items of archaeological interest on site so we just moved the team onto another part of the project while National Trust completed their surveys and investigations. This hands on management gave us the flexibility to make real time decisions and keep everything on track."

Gavin Dixon, Openreach Project Manager

Services provided to National Trust

CNS Network In Advance

Openreach infrastructure was delivered to National Trust sites in advance of placing orders with their communications provider of choice. It allowed them to co-ordinate the installation of fibre alongside other aspects of their project and reduce the lead times for providing infrastructure to new and remote sites.

Project Management

Tailored project management services added real value by helping to set common goals and proven processes to fully address the challenges and plan accordingly. A dedicated project manager worked directly with their own project office and gave all parties complete visibility of our activities and progress.

Bespoke future proofed design solutions

Our engineers and network architects designed a bespoke infrastructure plan to meet their needs no matter how large or small the requirement on each site. Taking into consideration the National Trust's business plans we made sure the design could accommodate future demand as their needs and technologies change.

National coverage with local knowledge

We used regional teams based right across the UK to undertake this large project. We applied our local knowledge to produce individual estimates for every project to ensure everything was clear upfront.

Full choice of provider

With Openreach providing the network infrastructure you'll have the best choice of communications provider as our network is 'Open Access'. This means you can choose from over 600 communications providers who support the service you want delivered. And as your requirements change, you can simply consider alternative providers.

To speak with Customer Network Solutions about how we can help with your project call our customer reception team on 0800 783 2023. They'll put you in touch with our team that's local to you to discuss the possibilities.