



Connecting Openreach's 28,000 engineers for alfresco fixing

To build the future of the UK's digital networks, Openreach's engineers need the right tools. Find out how we help keep them connected, protected and productive with BT Enterprise Mobility, powered by EE.





Boosting efficiency

With thousands of jobs to complete each day, we deployed iPhone to help Openreach's engineers make every call count.



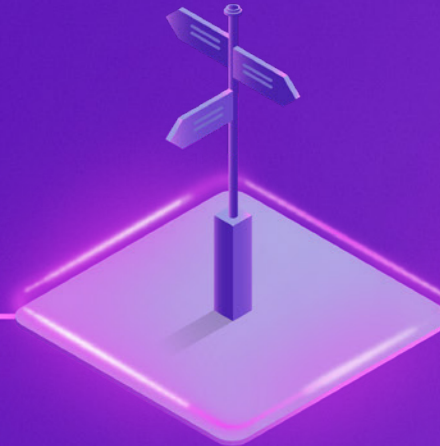
Building a team

Rather than struggling with problems on their own, engineers can now work together from anywhere – boosting morale and efficiency.



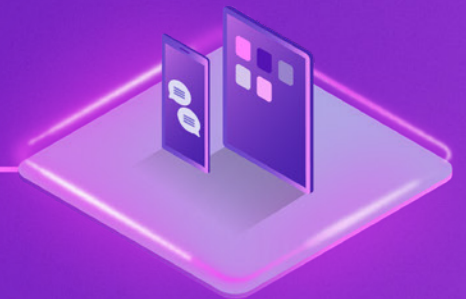
Simplifying security

Engineers can stay safe and work more effectively logging in with Face ID rather than with a dozen different passwords.



Staying connected

Engineers don't have to worry about working in even the most remote places with the UK's biggest and best mobile network.



Staying one step ahead

Openreach can make sure engineers always have the latest equipment and up-to-date apps with flexible financing.

Turn the world into a workspace for your teams. [Find out how.](#)

Making everyday tasks simpler

Openreach engineers work to tight schedules. That means even a minor hiccup can throw their day out. We looked at their everyday tasks and found ways to make them run more smoothly – by rolling out 16,000 iPhones in just one year.

We gave them iPhones that work straight out-of-the-box

Engineers receive their iPhones pre-charged, and everything they need to start working is then automatically configured, including apps, security settings, and connection to their corporate systems. And if an engineer drops or loses their phone, Openreach's IT team can wipe it remotely and get a new one out to them the next business day.

Digitising their days

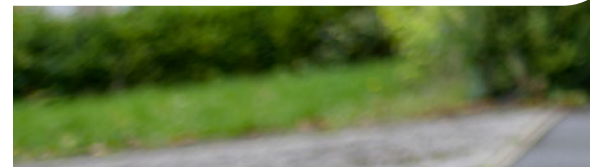
With our help Openreach introduced an app called MyJobs. It helps them work out each engineer's appointment schedule, plot their journey times, and even map out the best route for them to take. All they have to do is log on to their phone in the mornings, then it's all there. Then, when they've got their hands full on a job, they can log in using FaceID and even use speech recognition to dial colleagues or access information.

Putting the right tools in reach

Some jobs need extra equipment. So Openreach made it easier to make requests by moving the whole ordering system online. Engineers can now get their hands on the tools they need, in hours rather than days – without the paperwork.

Making it easier to ask for help

Not every job goes to plan. But it's quicker and better for Openreach customers if they can find a solution there and then. We helped introduce social platforms, in this case Facebook Workplace, to give engineers a way to work together as a community. They now post pictures of difficult jobs and share advice on how to solve them.



What the engineers think

“I'm Jack, I've worked for Openreach for seven years. The MyJobs app has been a game-changer. It means I know where I should be by when, and how to get there. And it saves me having to book a return visit, which means we can get our customers up and running quicker. It's a much more efficient way of doing things.”



Getting better connected

Openreach's engineers often work alone. They see more of their customers than each other. So we gave them the tools to work as a team from anywhere with social apps to stay in touch and cloud collaboration to share files instantly.

Switching on video calling

A lot of Openreach's experienced engineers buddy up with trainees. Openreach encourages them to use video calling, in this case FaceTime, to check in with each other and help solve problems. It helps newer engineers feel supported and part of the team.

Building a culture through social media

Social platforms can be a great way to make sure everyone knows what's happening in the organisation. And give them a sense of belonging. Openreach's MD uses theirs to post morning updates and short motivational talks. It would've been impossible to reach them this quickly before. The engineers have also found a way to make the most of it. They post queries and pictures of jobs they're struggling with online, then work as a community to fix them. Working together as a team means they now complete an extra 1,500 jobs a month.

Giving them faster ways to work and collaborate

Engineers need access to all sorts of data and documents to stay productive and get their job done. They now have 5G powered, cloud access to all the information they need, across all their devices, from wherever they are - using Microsoft 365.

What the engineers think

"I'm Sarah, I'm new at Openreach. It's been nice to log on in the mornings and get updates on how the company is doing. It makes you feel proud of where you work. But the most useful tool for me has been FaceTime. It can be nerve-wracking going to a tricky job. But knowing my buddy is just a call away gives me confidence."



Putting an end to password juggles

Openreach engineers use a lot of apps to get the job done. That used to mean having to remember a lot of passwords. We moved away from VPN access and replaced it with Microsoft Authenticator. Speeding things up, while keeping security locked down.

Setting up Face ID

Openreach engineers now only have to log in using their long password once a day. From then on they use Face ID on iPhone, which is faster, easier, and super secure. And because it's no longer a hassle to access the apps and business tools they need, they're more likely to make the most of them.

What the engineers think

"I'm Jose, I've lost count of the number of times I've had to look up passwords or reset them over the years. It was a constant gripe amongst engineers. Face ID makes everything feel so seamless. I can be chatting to a customer and accessing the app I need at the same time."

Harnessing the UK's best network

The recent rollout of iPhones with 5G has opened up a whole new way of working. Empowering Openreach engineers with an ultrafast connection on the go, as they roll out Ultrafast Full Fibre Broadband across the UK.

We're powered by EE

Enterprise Mobility works with EE, the UK's best network for 4G and 5G. With a signal you can depend on and a faster overall speed, the engineers get a far better experience when they use our apps and services. And greater efficiency all-round.

Nationwide coverage for nationwide working

Openreach is bringing better broadband to every part of the UK. So its team need a network that keeps them connected wherever they are. Fortunately, EE goes further with 5G in more places than any other network and 4G that covers 99% of the population.



What the engineers think

"I'm Bob. I'm expanding our network to more rural areas, which means I often find myself in muddy trenches in the remote countryside. To help me plan how to get cables into a customer's premises and dig in the right places, I have an app on my iPad that lets me view satellite images of the area with our network overlaid, and I can use the LiDAR scanner to accurately measure distances too. I couldn't do any of this before 5G, but EE's coverage means these things work in most places."

Always upgrading

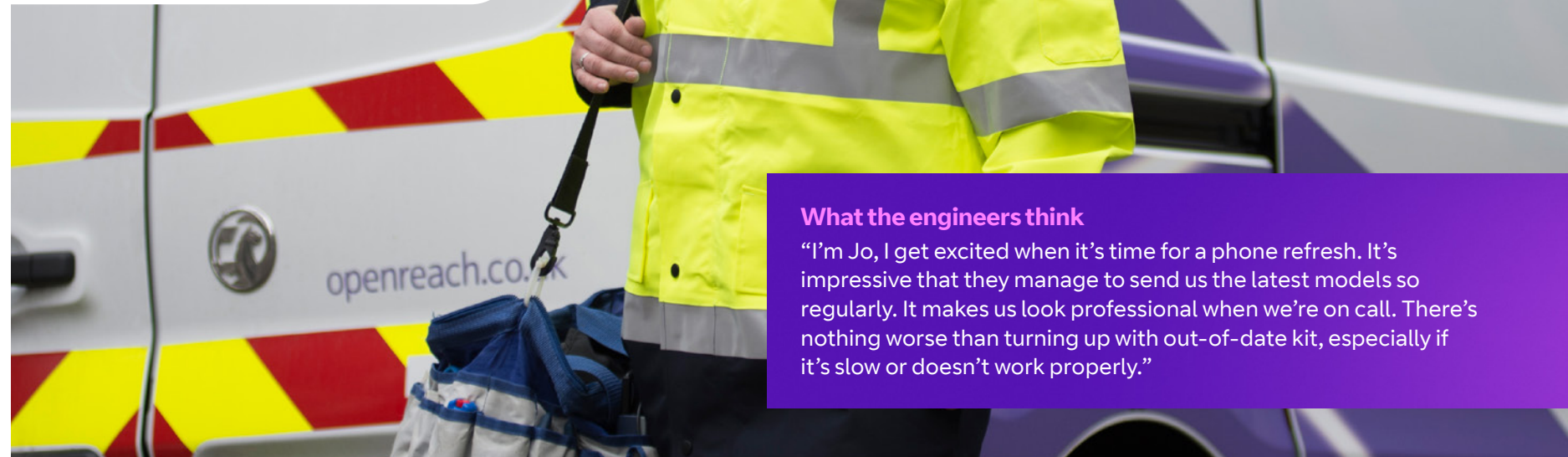
For Openreach engineers, their phones are their offices. They need the very best tools in the market. So they can do their best work, but also know they're valued.

Keeping the fleet up-to-date

Openreach engineers always have the latest iPhone. They love being able to experience the latest tech. While the company loves how the super smartphones speed up its operations. It's easier for Openreach to upgrade any time with Apple Financial Service's flexible terms.

Staying in control of costs

Openreach updates 9,000 handsets a year. But rather than having to find funds for an upfront capital cost, the company can pay over time with Apple Financial Services, taking advantage of the long-lasting high value of iPhone.



What the engineers think

“I’m Jo, I get excited when it’s time for a phone refresh. It’s impressive that they manage to send us the latest models so regularly. It makes us look professional when we’re on call. There’s nothing worse than turning up with out-of-date kit, especially if it’s slow or doesn’t work properly.”



Offices Worldwide

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September 2021