



## Fibre Installation Contract for Leading Infrastructure Provider



**Industry:**

Infrastructure/  
Telecoms



**Business Area:**

Fibre Installation



**Project Type:**

Back-Office/  
Engineers/  
Contract Delivery



**Duration:**

20 weeks



**Location:**

South West, UK



“The Managementors team were so caring towards our team. Their knowledge, patience and calmness made them the steadiest people I’ve ever worked with. We have some people in our team that are sometimes hard to deal with but your team were such a good support mechanism. They’re a caring, nurturing team that genuinely care about people’s development.”

**Transformation Manager**



## Featured Results



Significantly improved contract management



Transformation of back-office team



Increased control of commercial processes



## The Challenge

- Our client desired improvements to be made to the contract that would boost its overall delivery in line with their client's expectations
- Commercial and back-office processes needed to be defined and standardised across the cities, with built-in controls to enable close management
- Back-office functions had been merged on paper but substantial work was required at pace to fully implement the changes to maintain key operational processes and day-to-day delivery of the contract
- There was a requirement to redesign manual and time-consuming processes for gathering, processing and reporting data which often lacked completeness and timeliness



“The engagement for me was spot on. The team were always present and the training was great. Everything is now much more accessible and streamlined.”

**Interim Delivery Manager**



**m<sup>2</sup>**

# Our Solution



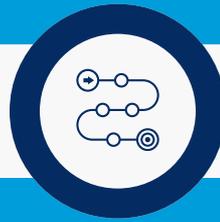
Embedded new job roles to standardise the roles across the 5 cities



Empowered the team to take ownership of their work and become more effective



Increased control over the Compensation Event process, reducing jobs going into WIP



Implemented a new process for paying day rates to stop any unapproved instances from being paid without prior approval



Reviewed and refined their workload, freeing up time to complete Daily Measures for the Dashboard and actively manage subcontractor gangs

## Who did we work with?

- Back-Office
- Commercial Team
- Supervisors
- Delivery Managers



“The team we worked with were hugely committed and hard working but massively frustrated and undervalued. Everyone was doing their best but working in different ways, some more effective than others. Working collaboratively, we redefined the end to end process, embedding best practice and ideas from the team into this, ensuring buy-in and understanding to a common way of working.”

**John Boulton**  
Managementors Project Manager



## Key Benefits

- ⊕ Transformed Back-Office function to create a single team, who were clear on roles and objectives, working collaboratively within the contract and with Delivery Partners
- ⊕ Defined and improved key business processes for the back-office and commercial teams, with greater compliance, control and visibility to enable prioritisation and proactive decision making
- ⊕ Developed and implemented a robust data gathering and reporting mechanism, culminating in a single PowerBI performance dashboard showing key operational performance metrics
- ⊕ Created a blueprint structure, roles and delivery model for other similar operations within the business



Managementors works in partnership with our clients to deliver customised solutions that resolve their most significant performance challenges and leave a lasting legacy of performance improvement. Whether it's tackling operational or change issues head on, or improving output across the service delivery organisation, we provide the insights, techniques and skills transfer that make a sustainable step-change in productivity possible.

