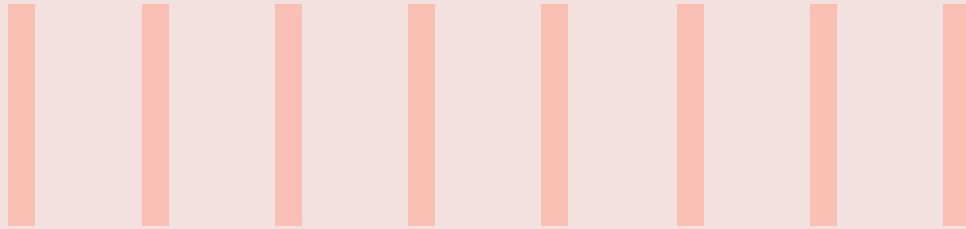




OPENREACH ACCELERATES FIBER BROADBAND DEPLOYMENT IN THE UK

Infosys develops MyServices app to support field force



Mobile platform for the field force

Openreach partnered with Infosys to develop MyServices app, a mobility solution that allows engineers to access relevant data and manage the service query or task during field trips. This app for the partner ecosystem enables engineers to accelerate troubleshooting and resolution of queries. Our solution helps engineers navigate each service request, enabling them to perform optimally and resolve issues first time, on time, and every time.

Infosys team developed the MyServices mobile platform by integrating disparate systems and processes into a seamless workflow for guiding engineers in their daily schedule. The user-friendly app allows engineers to view specifics of the service request, activate and test service, trigger self-service network services such as network re-routes, and complete handover to customers.

Openreach, a subsidiary of BT Group, operates fiber broadband infrastructure of the United Kingdom. The company offers phone, broadband and Ethernet services for residential, business, broadcasting and public service segments through 690+ communications providers. A team of 35,000 engineers installs, supports and maintains the fiber network connecting tens of millions of homes and businesses in the UK.

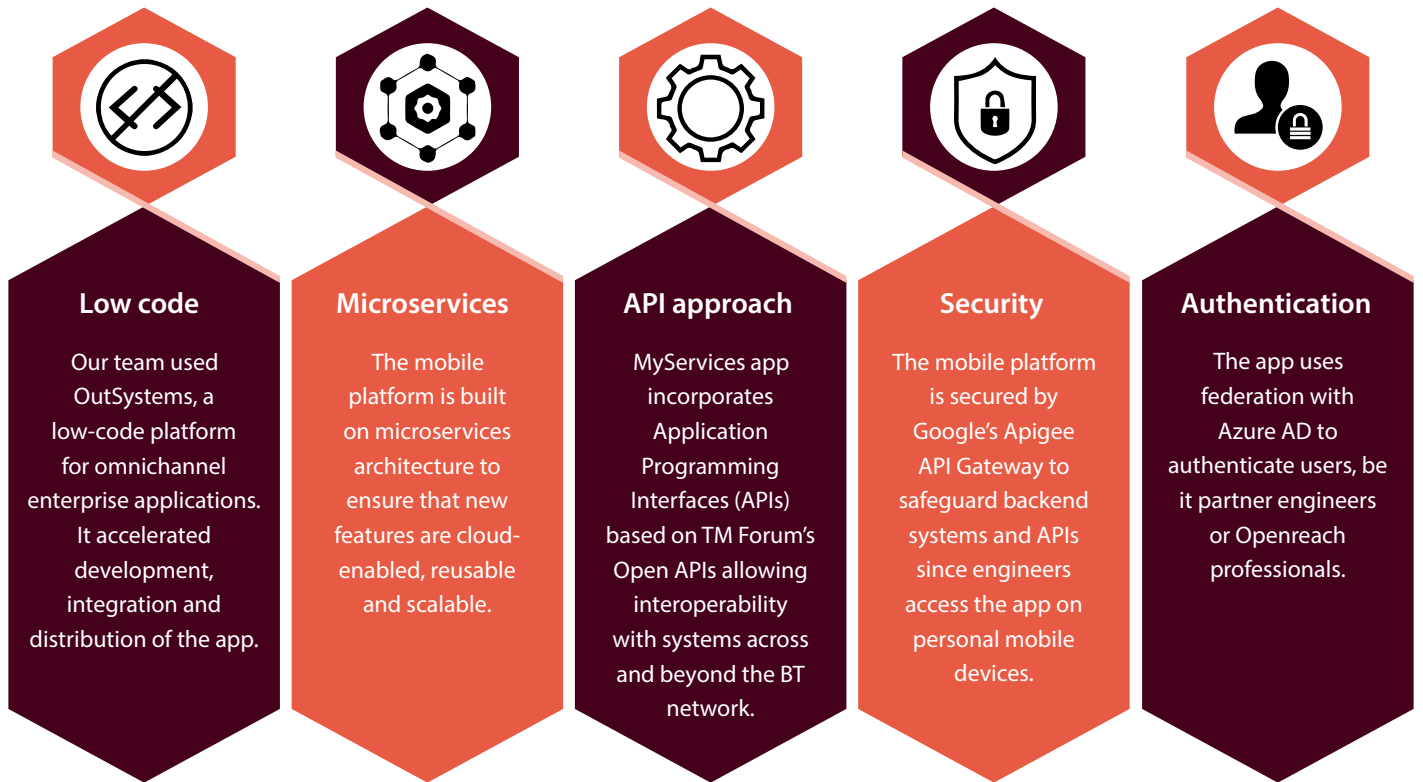
Openreach is targeting fiber broadband in 25 million homes by 2026. The accelerated roll out overwhelmed the engineering team which faces twin challenges:

- **Scalability:** A rapid nationwide deployment of broadband infrastructure demands increased headcount as well as robust IT systems to support the roll out.
- **Heterogeneity:** Disparate processes used by the engineering team contributes to non-standard execution and subpar quality of service.



Agile platform for a mobile workforce

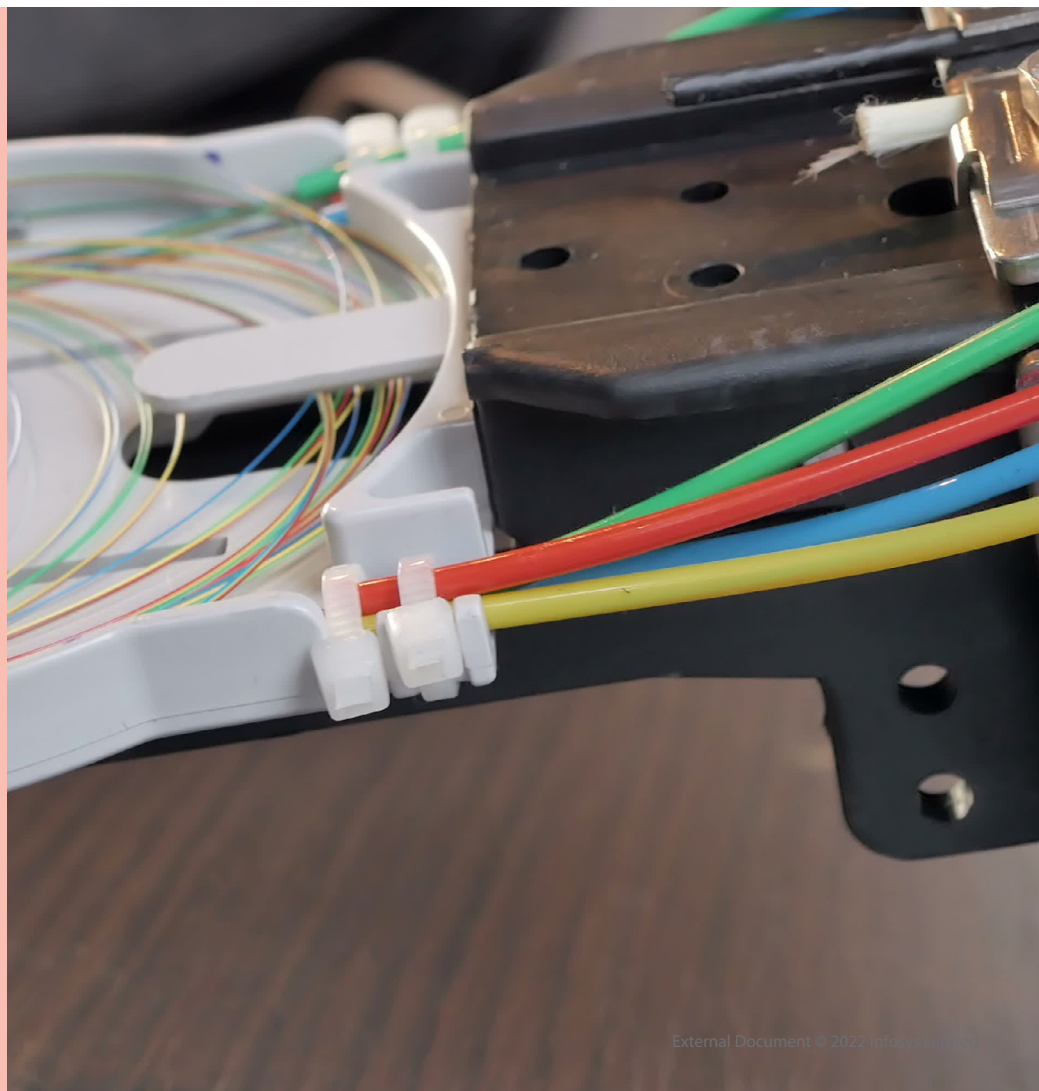
Our platform leverages advanced technologies to ensure ease of use across the partner ecosystem.



Infosys adopted **Agile and DevOps** to develop the mobile platform for Openreach. It facilitated a **zero-touch app launch** while enabling one-time development and anywhere implementation. MyServices app won the **Best Overall DevOps Project** award in the Communication sector at The UK IT Industry Awards 2021.

Business Benefits

1. The award-winning app standardized the execution of work by the field force at Openreach.
2. It significantly increased first time resolution, reduced errors / failures by engineers during their field visits by 10%, and generated savings of £ 3 million after implementation.
3. Most importantly, MyServices app supports the scaling and roll out of the multi-billion pound fiber broadband infrastructure in the UK.



For more information, contact askus@infosys.com



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