

# SDUs FTTP CONSTRUCTION

Engaged by nbn in 2014 to deliver Fibre to the Premise services into South Australian homes, our client needed a delivery partner with the resources and management expertise to deliver the field services component of the contract on their behalf.

## REQUIREMENTS

Our client required the following services from Skybridge:

### System Development

- Configure Skybridge Information Management Online Network (SIMON) software to manage following functions
  - Receipt of work orders
  - Job scheduling model to accommodate scope of installation and crew competency
- On-going schedule optimisation
  - Progress monitoring
  - Customer management (SMS reminders, gate access)
  - Issuing of return tickets to NBN for out of scope work
  - Field application, incorporating Contractor run sheet, site safety analysis, Contractor job workflow and data capture
  - Provide data reporting services for nbn and our client

### Workforce Management

- Managing job scheduling, incorporating monitoring project progress and resource planning
- Liaising with end customers regarding site access where required
- Liaising with Contractors regarding schedule-related issues

### Compliance Management

- Desktop Quality Assurance inspection on 100% of jobs completed
- Non-conformance monitoring and rectification
- Development and ongoing management of program HSE plan

Skybridge was appointed as the delivery partner on the basis of our system development and workforce management capabilities and track record of delivering projects on behalf of nbn.

## THE PROCESS

Skybridge configured SIMON to provide the required functionality and prepared a delivery team to manage the rollout.

The program needed to support all customer lead in scenarios. To this end, both civil and cabling Contractors were engaged and trained in undertaking the works, as well as how to use Skypad (SIMON's field companion "app").

During the engagement, processes were refined and redeveloped to accommodate field learnings as well as changes to nbn policies and procedures.

## THE RESULT

This program delivered successful outcomes for nbn, our client and Skybridge, delivering fast broadband to thousands of South Australians on schedule.

## CLIENT TESTIMONIAL

Available upon request.