



## National Fibre Network New Build & Maintenance

### Client

Colt Communications

### Framework & Location

Fibre Network London

### Duration

Start: 1999

Completion: On-going

### Infrastructure Requirement

New Build & Network Maintenance

### Scope of Works

- Civils, trench excavations, backfilling & permanent reinstatement
- Temporary Works Design (TWD)
- Fibre optic cable installation, splicing & testing
- 24 hour call-out service

## FRAMEWORK OVERVIEW

Instalcom has established a long-standing relationship with Colt Communications with over 20 years of collaborative working to design, construct and commission their fibre network for digital, voice and IT services, along with fibre connections to Data Centres across London. The Instalcom service offering includes both new builds, repair and maintenance, and 24 hour call-out operations where we provide a 2 hour rapid response co-ordinated through our Customer Care Centre. We have long-serving civil and fibre installation teams, and engineers operating within London (including the City of London) to complete fault repairs to ensure the network is maintained and in full operational service on behalf of Colt's clients such as Barclays Bank PLC, Prudential, Ernest & Young and Google amongst many others, all of which have unique service specification requirements. The common key requirement they all share is the need for the network to run efficiently at all times and when faults occur repairs are carried out as quickly as possible. One of the most significant challenges of this work is the requirement to complete as much as possible at night and on a short notice call out basis to meet with the requirements of Colt's demanding client base and compliance with environmental restrictions imposed by the City of London and London Boroughs.

## DELIVERY & INNOVATION

- Instalcom responsible for contract management, project planning and noticing
- Instalcom developed civils design in collaboration with Colt
- Implemented safety behavioural programme 'Mindset' to include participation of Colt personnel and key Supply Chain partners
- Successful introduction of COVID-19 Site Operational Procedures (SOPs)
- Proven delivery of high quality service and completion of multiple projects safely, on time, and to budget within densely populated urban locations

## KEY CHALLENGES

- Restricted daytime working hours
- Out of hours working
- Interface with multiple stakeholders
- NRSWA Noticing & Permits
- Traffic management & diversions
- Heavily congested existing utilities
- Logistics, storage and deliveries
- Pedestrian & vehicular access



## FRAMEWORK KPIs

- Year-on-year achieve ZERO harm
- Regulatory & legislation compliance with no Environmental incidents
- Full compliance with Technical Specifications and high quality engineering
- Compliance with project programme milestone dates
- Proactive communications with stakeholders and third parties resulting in positive interactions and outcomes
- Exceeded Customer Care expectations
- Successful brand promotion of Colt
- Common protocols embraced leading to enhanced Instalcom / Colt relationship



## CONTACT US

Want to know more about the Instalcom infrastructure service offering in the following sectors:-

- Power
- Water
- Telecoms
- Rail
- Gas
- Multi-Utilities
- Trenchless Installations

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