



case study **Telecoms**

in cooperation with **LinesearchbeforeUdig**

Increased asset protection, more relevant enquiries and a reduction in workload for Gamma



“Joining LSBUD raised the awareness of Gamma plant assets around the UK & the fully automated system has massively reduced the plant enquiries work load from 20hrs a week to 2hrs a week. It was also a quick & painless exercise to transfer all our fibre mapping information over.”

Mark Worden
Fibre Infrastructure Manager

Gamma owns and operates one of the largest Next Generation Networks (NGN) across Europe, carrying around 8% of the UK’s business voice traffic.

Challenge

Gamma was receiving more than 2000 third party plan requests per month but less than 1% of these impacted its network. Due to this high proportion of “Not Affected” responses, significant resources were required to cope with the enquiries. In addition, Gamma was aware that it was not receiving enquiries from many of those working near its assets, meaning that there was a high risk of third party damages.

Action

Gamma’s investigations on how to increase relevant enquiries for its network led them to LinesearchbeforeUdig (LSBUD).

The LSBUD service helps protect the assets of over 60 infrastructure owners throughout Great Britain. Becoming a member of the service for Gamma involved two key steps:

Step 1. Registering an Area of Interest (AOI)

The Area of Interest (AOI) is the geographical area provided by the asset owner that contains its assets. All the millions of third party LSBUD enquiries processed each year are compared with this AOI and only enquiries

The following results were found:

Stage	Number of enquiries requiring a response from Gamma personnel	Number of enquiries within Gamma’s AOI and needing plan response
Before LSBUD	2100	19 (0.9%)
With LSBUD	380	380 (100%)*

*This has since increased to over 500 pcm.

that intersect with it require a full Gamma plan response. For Gamma, this involved creating a corridor along its fibre network in collaboration with LSBUD.

Step 2. Managing the Transitional Phase

The short transitional phase involved informing third parties who used to send plant enquiries direct to Gamma that a single search with LSBUD would allow them to instantly check Gamma’s assets, providing the appropriate response each time, together with responses from over 60 other asset owners.

Outcome

The key success of the LSBUD service was being able to filter out the “Not Affected” enquiries and only provide a full plan response

to those enquiries relevant to the Gamma network. **In addition, there were hundreds of searches already being made through the LSBUD service near Gamma’s network.**

Having an immediate 20x increase in more relevant enquiries meant that Gamma instantly benefitted from a **significant reduction in the risk of its networks being damaged** as well as ensuring that its personnel and customers (those working near its assets) could work much more efficiently.

The LSBUD service means that people planning works no longer need to contact Gamma individually or have prior knowledge of where its assets are likely to be. A single LSBUD search ensures that all third parties can work safely and efficiently.