



CASE STUDY

GlasfaserPlus uses Bizagi as a single point of truth to manage the rollout of fiberoptic broadband to 4 million German homes



Company name :

GlasfaserPlus

Industry:

Energy & Utilities

Location:

Germany

GlasfaserPlus is an initiative by Deutsche Telekom to deliver open access fiber optic broadband to rural Germany, with the target of rolling out high speed internet access to 4 million homes by 2029. Working with over 20 different partners, GlasfaserPlus needed a way to effectively manage the entire project end-to-end. GlasfaserPlus is responsible for everything from the initial mapping and assessment of areas throughout Germany, to digging up the land and installing the cable, and ultimately connecting the lines in individual homes.

The Bizagi platform is being used to automate key processes as just 120 people are responsible for up to 600 different daily projects happening in the field. Bizagi acts a single version of the truth, interfacing with various systems to analyse data from external databases and enabling critical milestone management. Everything is managed in the platform, including the go-to-market plan, tendering companies for the installation of the cable, and getting approvals from local municipalities.

4 million homes connected by 2029

44 core processes managed in Bizagi

"We cannot work with paper. We cannot work with Excel sheets. It has to be an automated process, from surveying the area all the way to sending out the last invoice for the guys who come to switch on the fiber. And that's where Bizagi comes in."

Henk Van Es
Head of IT

Objectives

- 🎯 Project manage mass fiberoptic internet installation across rural Germany
- 🎯 Integrate multiple data points
- 🎯 Provide overview and reports of project
- 🎯 Automate processes for effective management from small team
- 🎯 Documentation of work to adhere with government rules
- 🎯 Enable agile development as project advances

Achievements

- ✅ 700,000 homes connected in first year
- ✅ Single point of reference for all information
- ✅ Integration with PowerBI for effective reporting
- ✅ Process automation for efficiency
- ✅ Automated audit trails and process tracking
- ✅ Ability to continually optimize processes

Overview

GlasfaserPlus is an initiative by Deutsche Telekom to deliver open access fiberoptic broadband to rural Germany. The fast internet is digitizing rural Germany is ensuring that even the thinly-populated areas have internet access. This is a mammoth project that requires effective process management, automation and integration with multiple systems.

Challenge

The project was founded in October 2022, with the target of rolling out fiber to 4 million homes by 2029, and 700,000 homes in the first year. The team initially just had three people, but was working with over 20 different partners, so GlasfaserPlus needed a way to effectively manage the entire project end-to-end, with the agility and scope to expand as the project progressed.

This is a very complex project, with multiple steps and processes. Before GlasfaserPlus could start digging to lay their cables, they had to follow their planning process and calculate the business case, go into the field and check whether the site is viable. Once they have established the site, they have to do mapping, georeferencing and calculations of how to lay the cable. For example, how deep, how far, are there any obstacles such as rivers?

If they deem that it is not financially viable, then they can apply for a subsidy from the German government to fund that area. This means there is a lot of documentation that needs to be done to ensure regulations are being met.

Once they are ready to go ahead, they have to create an RFP and find a partner to do the digging for them. GlasfaserPlus then needs to work with these partners to see the cable laying and connection through to completion.

Solution

Bizagi is an integral part of their technology infrastructure, pulling data to present on PowerBI. This is a vital tool for them as a data-driven company, as they need an oversight of over 3 million addresses. They work in three-week sprints and can automatically generate a new report through Bizagi and PowerBI to show the work that has been achieved during that time.

"We could set up set up some pre-existing processes but still had to do a lot of contextual understanding with the actual people working on the processes and also with the team that manages the back-office data pools to present the relevant data to the people working with it."

Bjorn Bauerlein, Consultant, Sonntag IT Solutions

Every month the team grew by 5-10 people, all of whom bring new ideas for optimization as the project it rolled out. This means that the processes are constantly under review. Bizagi provides an agile platform for the team to continually optimize their business processes.

Results

Bizagi's platform is being used to automate 44 core processes for the team which has now grown to 120 people who responsible for up to 600 different daily projects happening in the field. Bizagi acts a single version of the truth, interfacing with various systems to analyse data from external databases, enabling critical milestone management.

"We need a system that keeps the procedural flow and the escalation times of the project on course, especially in the first phase to get projects running as quickly as possible and get people connected."

Bjorn Bauerlein, Consultant, Sonntag IT Solutions

Everything is managed in the Bizagi platform, including the go-to-market plan, tendering companies for the installation of the cable, getting approvals from local municipalities. As it is an Open Access service, they are also responsible for ultimately connecting the cable to the end-customers' homes and tendering which company will provide the internet service.

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Bizagi even supports complaints management because accidents happen on a daily basis during installation, from people's gardens being ripped up to cars being hit by machinery. They need to resolve these swiftly and efficiently to keep the locals happy. Bizagi's process management and reporting features mean work is effectively managed, and it is easy to prove compliance and track spending for governmental bodies.