

BT adapts to a new phase of globalization

Collaborative solutions from SMART playing a pivotal role



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Bola Oshisanwo, director,
Agile Development Centre

Globalization has redefined the modern economy; it offers growth and opportunity but also demands a new way of working. As a company that serves customers in more than 170 countries, BT recognizes that it must improve business agility to generate efficiencies and improve operational and environmental

performance. To achieve this, BT Innovate & Design (BTID) has embarked on a Global Development Centre (GDC) Programme that embeds collaborative solutions from SMART Technologies.

Central to BT’s growth ambitions BTID is responsible for building all the systems and networks used by BT. These systems are built by end to end project teams that have adopted the agile development methodology. Collectively these teams are responsible for development that enables BT to drive towards its strategic goal of being ‘Number One for Customer Service’.

The adoption of agile development practices requires a new type of environment, especially as the teams are geographically dispersed across the UK, India, China, USA and Central Europe. BTID realized that it needed a new environment where both layout and technology supports agile delivery.

“The idea was influenced by information from Google, Gartner Group and Microsoft, as well as research into understanding how people actually collaborate. We also researched interactive environments that are conducive to dynamic and positive decision-making. We knew some form of telepresence was required and evaluated a range of technologies and software, all of which supported some of our vision,” says Bola Oshisanwo, director, Agile Development Centre. “Our developers tend to work in groups around a white board and research revealed that they want to interact with and see what

their colleagues are writing on the boards, and not their faces. At that point we knew our solution must support this way of working while connecting teams that are spread across multiple locations.”

“BT’s research culminated in the complete redesign of the agile development teams working environment and included the adoption of SMART Technologies’ collaborative solution. It started with a proof of concept at Adastral Park, BT’s centre for development in Ipswich. The initial pilot project was conceived and implemented within five months, involving 200 people and 17 SMART Board™ interactive whiteboards at Adastral Park, one interactive whiteboard each in Belfast and Glasgow, and two interactive whiteboards in India. End to end development teams were selected to occupy the new space. Desks were arranged so that people on chairs could easily slide between them, monitors were placed on swivel arms, and each team of 12 has its own interactive whiteboard, circular meeting table, and IP video and audio conferencing capabilities.

“People were wowed by the SMART Board interactive whiteboards initially but quickly snapped back into old habits,” says Bola. “It became clear that this was because they didn’t understand the capability of the technology, so we designed a training package which was delivered to a critical mass of people over a short period of time. The training was based on observing what people did day-to-day. The training focused on helping the team to incorporate the interactive whiteboard and



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collaborative working into their day-to-day work.”

The proof of concept was so successful, BT Innovate & Design set up a programme to manage the deployment of the solution to five Agile Development Centres worldwide. The next stage of the project has seen deployment of the solution to Dallas, Adastral Park, BTID’s headquarters in London and to Pune in India, enabling a further 700 people to work more effectively.

Bola comments: “The successful delivery of a customer solution relies upon the effective collaboration between people across BT. Our new SMART collaboration capability enables people to meet, regardless of where they are in the world and interact as if they were in the

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In another instance, by using the new SMART collaboration tools, a group of five developers were able to resolve a problem within two days rather than travel to India for five days. This has clear implications for people satisfaction, staff retention and work life balance, as well as reducing travel costs and carbon footprint.

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Toll Free 1.866.518.6791 (U.S./Canada)
or +1.403.228.5940
smarttech.com