

Faster workforce planning for BT

Business-wide strategic forecasting model using Anaplan

Reporting **workforce numbers**

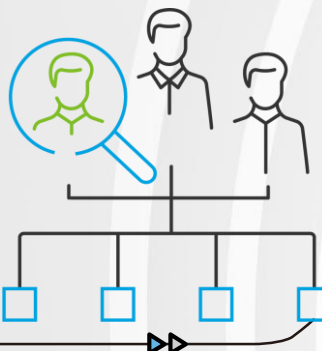
Prior to using Anaplan, BT had reported workforce numbers using a solution that was scheduled to be decommissioned, as part of a wider transformation taking place in the business.

Historically, BT had taken a bottom-up approach to Total Labour Resource (TLR) planning, which it performed once or twice a year, and which was non-standardised across the business. Meaning insights, and the drivers behind the figures, could not be easily understood.

Standardisation of real-time planning

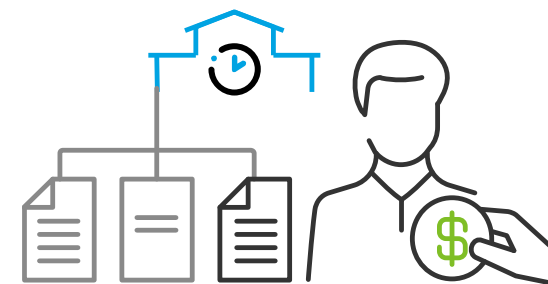
To guide them on a path forward that would best fit their business, we initially examined and challenged the existing approach, to understand the root cause for "the way things are done". This allowed us to quickly and appropriately scope the level of effort needed for the transformation.

Anaplan would give BT detail-rich data at their fingertips – helping them share best practice across the business, and ultimately helping them make better business decisions. Following a successful Go-Live, we made sure all essential knowledge had been transferred to BT, so that BT could continue to run the solution without outside support.



"Deloitte delivered on a tight timeframe, on time and under budget. They brought expertise both from previous BT projects and their thought leaders to give new insight and perspective to the team. We can now derive greater insights from a planning process it takes us far less time to complete."

Simon Thorp, Strategic Workforce Director, BT Group Workforce Planning



Future-proofed forecasting

BT now has a standardised approach to workforce planning across all its businesses. The solution also integrates with the wider finance transformation, meaning it will not only support them today, but will also continue to support them in the future as the business evolves

"This fully remote delivery meant we worked closely with BT to deliver the model for the entire organisation in just 12 weeks. Deloitte provided not only the technical expertise to deliver a planning approach and required outputs, but also delivered an effective knowledge transfer."

Robert Philcox, Deloitte Anaplan Delivery Lead

For more information please contact:



Martin Jermyn
EPM Practice Lead
Tel: +44 20 7007 3240
E-mail: mjermyn@deloitte.co.uk

This publication has been written in general terms and we recommend that you obtain professional advice before acting or refraining from action on any of the contents of this publication. Deloitte LLP accepts no liability for any loss occasioned to any person acting or refraining from action as a result of any material in this publication.

Deloitte LLP is a limited liability partnership registered in England and Wales with registered number OC303675 and its registered office at 1 New Street Square, London EC4A 3HQ, United Kingdom.

Deloitte LLP is the United Kingdom affiliate of Deloitte NSE LLP, a member firm of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ("DTTL"). DTTL and each of its member firms are legally separate and independent entities. DTTL and Deloitte NSE LLP do not provide services to clients. Please see www.deloitte.com/about to learn more about our global network of member firms.

© 2020 Deloitte LLP. All rights reserved.