

Bob Challacombe – Director Networks and Customer Service

Bob has over 30 years of telecommunications experience working at director level in network operations, customer contact centres and global consulting where he has led transformational local network programmes for tier one telco's. Recognised as a world leading authority in local access networks, Bob has led a team of 9,000 FTE responsible for all aspects of the core switched network and local access network at BT. He was a key member of the team that developed the transformation program to 'broadband enable' both network and organisation.

He has also delivered major productivity change projects across the UK which saw in excess of £21 million savings in the first year of the program. He also ran call center organisations across the UK, establishing new ways of working including a consolidated 24x7 operation which realised over £5 million year-on-year savings.

Bob Challacombe's Selected Experience

Principal Consultant, BT Telconsult and HOT TELECOM

- Recently delivered an extensive broadband network and operations assessment a one of Europe's leading mobile operators, enabling performance improvements and growth strategies to be developed.
- Led and delivered major transformational projects in emerging market in Africa. This
 involved implementing major change to deliver real tangible process and customer
 service improvements, reducing installation backlogs by over 60% and improving
 customer delivery from 65% to greater than 85% on time delivery. These projects not only
 improved customer satisfaction but also enabled an overall cash flow gain.
- Worked extensively in Africa and India and have considerable experience of developing Local Access infrastructures in emerging markets as telco's develop and roll out next generation broadband services.

Operations Director, BT Openreach

- Led a team of 9,000 FTE and delivered major productivity change projects across the UK, which saw in excess of £21 million savings in the first year of the programme.
- Member of the UK Openreach senior management team (as well as a member of the BT CEO's Leadership Group) and held a number of National lead roles in performance management and industrial relations.

Regional Director - Customer Contact Centres, BT

- Ran the call centre operation for the South West, Wales and Northern Ireland, which ran across 11 main sites with a total agent population of 3,500.
- Established new ways of working including a consolidated 24/7 hour operation which realised over £5 million savings year-on-year.
- Member of the team which developed and implemented BT's next generation contact centre strategy, reducing the number of centres (down from 150 down to 32) and reducing overall headcount, delivering a three year saving of £150 million.



Senior Operations Manager, BT

- Responsible for all aspects of BT's core switched network and the local access environment, supporting all aspects of customer service provision and repair.
 Maintenance and rehabilitation of the local access network in line with the company's investment policy.
- Created centralised maintenance controls and developed an out of hour's strategy to reduce costs and improve customer service and satisfaction. Managed a workforce of 1,300 people including senior operations managers and customer field engineers
- Responsible for all aspects of the core switched network and the local access environment. Also responsible for all aspects of customer service provision and repair.

Professional experience

Consultant at HOT TELECOM
Senior Consultant BT Advise for Communications
Director of Operations BT Openreach
Regional Director BT Customer contact centres
General Manager Customer Service Management
Senior Operations general management roles across numerous BT functions