



# NextGen Orchestration

Transforming using **Camunda** to be future ready...

# Agenda

- **Who are we?**
- **Why Transformation?**
- **Why Camunda?**
- **How easily can we integrate?**
- **How are we evolving?**
- **How has it benefited?**



# Who are we?

Openreach Limited is a wholly owned subsidiary of BT Group. We look after the copper wires and fibre cables that connect homes and businesses to phone and broadband. Our customers are the 690+ communications providers who sell phone and broadband services to these households and businesses.

## **We're network builders**

- We build and maintain the UK's largest broadband network.
- Full Fibre broadband to 25 million homes and businesses across the country by December 2026 - that's one every 10.4 seconds.

## **We supply network services**

- We supply network services to more than 690+ service providers, for example, Sky, Vodafone, TalkTalk, EE, BT, and BT Business who use them to bring broadband packages to you.

## **We install & repair the network**

- Because we supply the network, we're in charge of installing and repairing the network, on behalf of the service providers.

# Why Transformation?

Openreach Orchestration is critical for the Product journey lifecycle & needed to overcome challenges ahead by transforming digitally, for Openreach to achieve its ambitions while heading towards more dynamic and demanding market.

## Business Outcome



Time to Market  
~8-9 months



Various manual touch  
points



Surge in order volumes

## Technical Edge



Archaic Architecture



Unstructured complex  
code



Time intensive Recovery

## Delivery Benefits



Higher delivery costs



IT downtime during  
rollout

# Why Camunda?

Extensive POC done using Camunda and other BPMN tools building one of the complex journey  
Functional and technical comparison between In house architecture and BPMN tools available in market

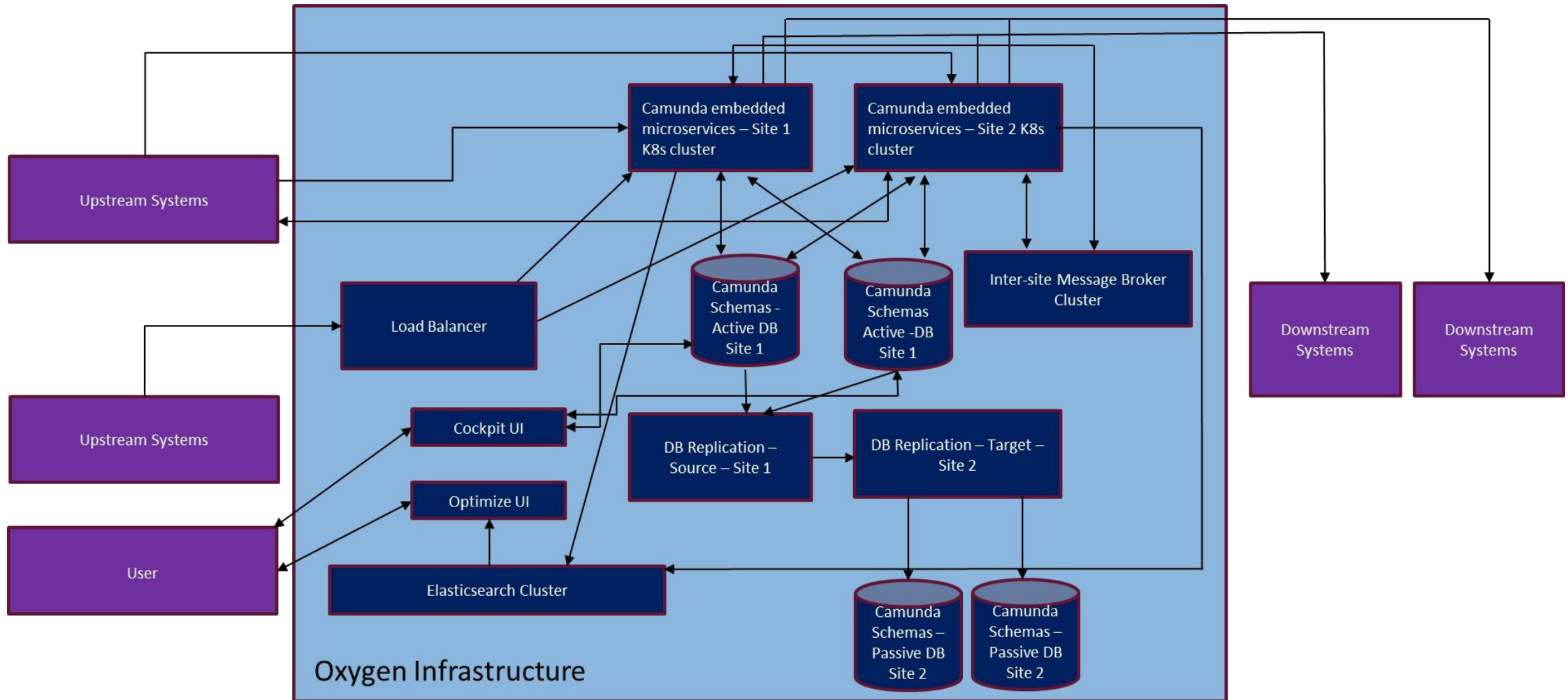
Theme	Feature	In house Orchestration	BPMN tool 1	Oxygen (Camunda)
Design and Collaboration	Process driven development	Not available	No integration between Business Processes and Development	<b>Cawemo</b> (Model, Collaborate & Integrate process development)
	Process insight	Not available	Customised Dashboards no Heatmaps	<b>Optimise</b> (inbuilt – running on ELK stack)
	Process - Test coverage view	Not available	Gives percentage of test coverage. However doesn't show a view of what specific paths have been covered	<b>Inbuilt</b> (Camunda - Modeller)
Recovery	Ease of recovery (Self Heal)	Moderate (Very quick and easy workaround scripting)	No Out of Box recovery feature available	<b>Moderate</b> (In-built APIs + Cockpit-UI)
	Jeopardy management	External system	Case Management to assign tasks to people. Other than that no OOTB feature is available.	<b>Inbuilt</b> (Easy APIs & Task list)
Monitoring	Business reports and dashboards	Custom Built Reports have been built to monitor	Customisable dashboards are available with graphical representation. Heatmap not available.	<b>Inbuilt Optimize module</b> (Heat maps, process analytics, BPMN reporting and alerting)
Orchestration Engine	Configurable Decision tree	Not available	Fully Supported	<b>Inbuilt</b> (Camunda - DMN engine)
	Rollback Ease	Not available	Not available	<b>Easy</b> (BPMN Compensation feature)
	Agility	Limited	Fully without Outage	<b>Fully without outage</b>
	System Architecture	Monolithic	Monolithic (3 tier application)	<b>Microservice – Spring Boot Java</b>
Development & Test	Code Base	50-60% core + 40-50% Interface build	Core – Managed by product + Interface – Proprietary Language	<b>Core</b> – Managed by product + <b>Interface</b> – Language of choice + reuse of existing code
	People Dependency	Limited Dependency – (Core engine)	High Dependency – Core Product	<b>Limited dependency</b> – because of polyglot feature
	Automated regression test Framework	Independent framework being built	Custom build tightly coupled	<b>Full re-use</b> of automated regression test pack - ATS

**Key :**

<span style="background-color: #FFD700; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span> Feature not supported	<span style="background-color: #FFD700; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span> Limited Features
<span style="background-color: #ADD8E6; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span> Features available but not optimum	<span style="background-color: #90EE90; border: 1px solid black; display: inline-block; width: 15px; height: 10px;"></span> Features Fully available

# How easily can we integrate?

Integration between Camunda platform (On Prem) and Microservices based Architecture has been seamless, resulting into plug in and use experience.



# How are we evolving?



Successfully completed PoC



Strategic Transformation – Oxygen – Started Agile Development



Soft Launch of Strategic Product 1 Journey



Full Launch of Strategic Product 1



Order Manager Introduction



Strategic Product 2 Development Start



Strategic Product 2 Rollout



Strategic Product 3 pilots

Incremental L2C Process Improvements through BizDevOps

Apr 2020

Jul 2020

Jan 2021

Mar 2021

Jan 2023

Jun 2023

Dec 2024

Jun 2025

PoC

Agile Design & Development

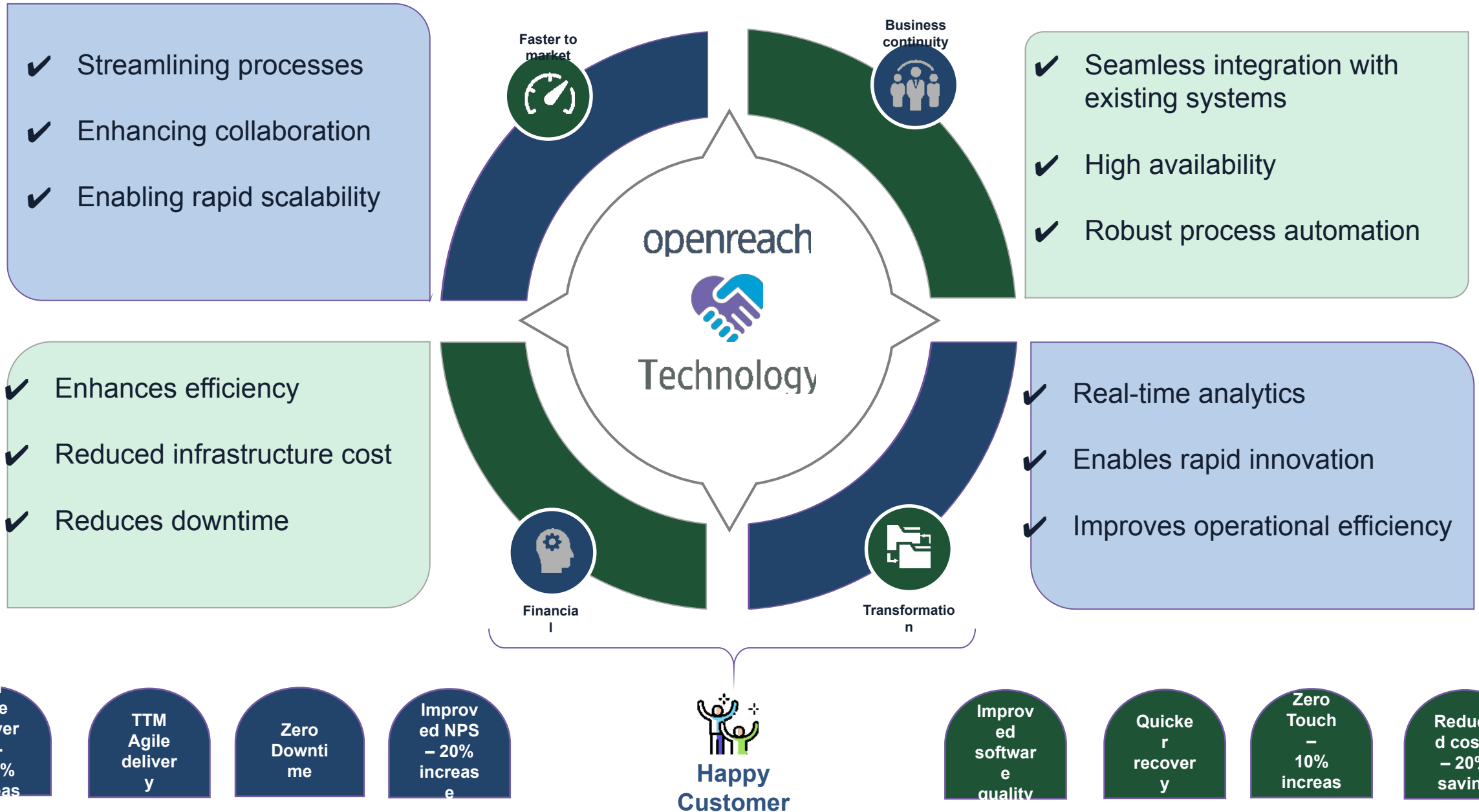
Phased Live rollout

Engineering excellence

Single Orchestration

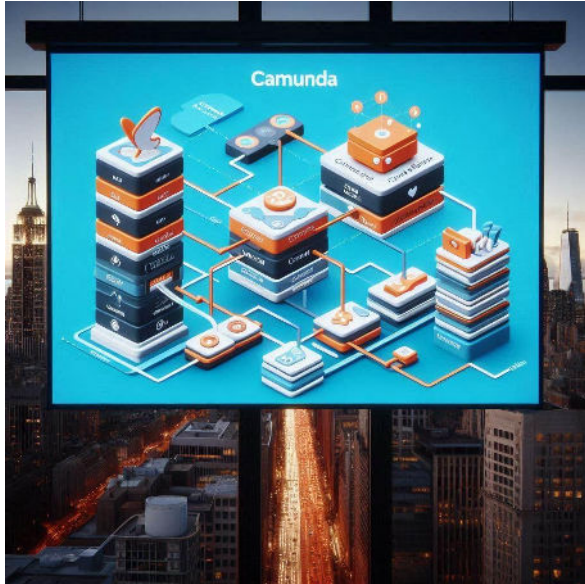
Future Vision: C7 to C8 migration, move to Public Cloud (AWS or equivalent)

# How has it benefited?





# Order Manager



## How?

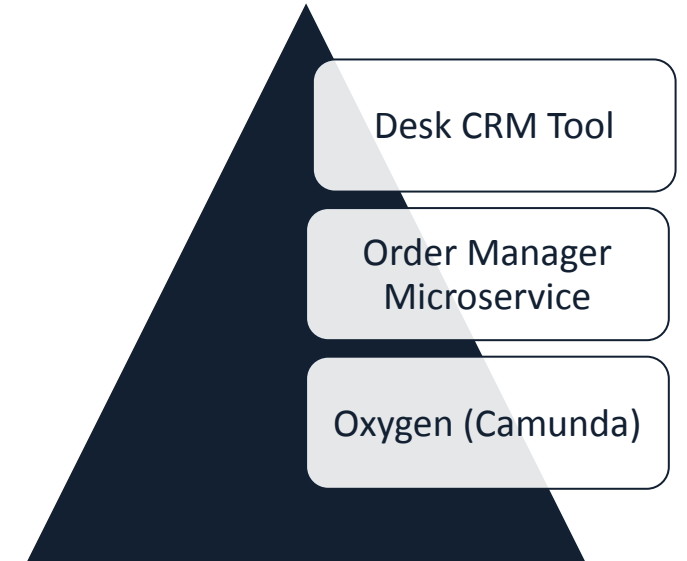
- Harnessed the flexibility of Camunda
- Integrated with Oxygen orchestration Engine
- Integrated with Desk CRM Tool

## Why?

- Provides Live Workstack Views
- Immediately identifies when intervention required

## Benefits

- ✓ Reduced order dwell times
- ✓ Increased order fluidity
- ✓ Increase in NPS



# Thank You

For further queries, you can connect with us at

BT Openreach: [Himanshu Nagpal](#), [Jonathan Wealls](#)  
Camunda: [Oana Novac](#), [Grahame Wilkinson](#)