



NYnet has taken important steps to better protect its underground network and has seen the time it takes to respond to asset location requests drop from days to minutes thanks to LSBUD, allowing it to provide the best possible service to its community.

NYnet Limited was established by North Yorkshire County Council in 2007, tasked with improving connectivity and broadband services across the North of England for both the public and private sectors. NYnet has built and now operates a high-capacity fibre network across the region.

Case Study - Network

Rapid, hassle-free way for third parties to get the information required relating to NYnet's network before digging starts

The Decision

NYnet provides connectivity to important public sector facilities, such as hospitals, doctors surgeries and social care organisations. It is therefore especially important that its network is protected from any threats that might take it offline.

Understanding that it needed to better protect its assets from accidental damage, and that asset location data sharing would have a crucial role to play, NYnet turned to LSBUD in Autumn 2020, to inform third parties who were digging near its assets exactly where they were located.

Before joining the LSBUD portal, NYnet employed a contractor to handle search enquiries. This was a time-consuming process and with plenty of enquiries coming in, the contractor simply didn't have the resources to handle them all. Given that those doing the digging require a response to search enquiries almost instantly - larger organisations that deal with them in-house often employ a whole team dedicated to the job - this process had to change.

So, NYnet turned to LSBUD, asking it to respond to all search enquiries on its behalf. This rapid, hassle-free way for third parties to get the information required relating to NYnet's network before any digging starts, is proving a great success. The automated process is far quicker than what came before it, especially given that all CAD drawings historically had to be reviewed manually beforehand.

With over 71 percent of all excavation work now being preceded by a search on the LSBUD portal, NYnet knew that by registering its assets, it was doing all it could to protect its underground network.



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The Switch



The switch to LSBUD has been transformative for NYnet. Now, it takes a matter of minutes for third parties to get the information they need, as opposed to the days and weeks that it could take before.

In November 2020, NYnet was able to respond rapidly to all 234 search enquiries, which came in from an array of sources, including utility companies and telecoms providers.

NYnet's experience is a great example of an SME working closely with LSBUD to address an important issue. Alastair Taylor, Deputy Chief Executive at NYnet explains: ***"If it wasn't for the service LSBUD provides, smaller organisations like ours would struggle to compete in a market that's predominantly dominated by huge, national players."***

AT A GLANCE

10

minutes for third parties to get the information they need

234 enquiries

dealt with rapidly by NYnet



significant reduction in risk



"We're in a unique position of being a private sector business that's public sector owned. Therefore, it's important that we work at the pace associated with the private sector while getting things right for the greater good of the community. LSBUD is helping us to achieve this, keeping our network live in order to perform the important job it's tasked with."

Alastair Taylor, Deputy Chief Executive at NYnet

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