



LITTLE BLUE RESEARCH CASE STUDY

Portfolio review to support SDG delivery

Client: BT

Client size: 106,000+ employees

Little Blue Research reviewed a portfolio of ~40 of BT's commercial products and services to identify where they support delivery of the Sustainable Development Goals.

Service: Strategy & risk

Capital: NATURAL | SOCIAL

Assessment location: UK



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Case study details

Client need

BT required support to understand which Sustainable Development Goals (SDGs) were currently supported by its commercial products and services and the scale of their impact. They also wanted to identify gaps and opportunities for further support of the SDGs and to identify lessons to share across clients and other products and services.

The challenge

- Designing a consistent approach to review BT's product portfolio.
- Identifying gaps and opportunities for developing support for SDG delivery.
- Obtaining relevant data across the organisation.



Outputs and results



A summary results and methodology report including:

- portfolio review process
- product and service mapping
- high-level impact maps
- summary of current measurements and gaps
- measurement extension options
- conclusions and next steps.



Summary case study report for internal guidance.

What happened next

A set of lessons was generated that could be shared across BT's other products and services.

The outputs for the report were included in the BT Group's [Delivering our Purpose – update on our progress 2017/18](#).

The latest [annual digital impact and sustainability reports](#) are available from the [BT website](#).



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