



# CASE STUDY

## OPERATIONS: RELOCATIONS

**Client Industry: Consumer Goods**

### **BUSINESS CHALLENGE**

The client was seeking to relocate a regional office of over 250 employees to a new location, without any disruption to the business. The regional office consisted of a call centre of over 100 staff, as well as all the back-office support. The new location was to have improved IT/Telecoms with furniture and a floor layout that reflected the most up-to-date thinking regarding shared spaces and agile working.

### **PSP ICON APPROACH**

PSP Icon analysed the space requirements of the existing office and identified a suitable new location. A business case and time line were presented to the decision makers and approved. An efficient governance structure was set up, with weekly Steering Committee meetings that provided quick decisions to the Project Team. PSP Icon project managed the relevant internal resources provided by the client, as well as the external contractors.

### **RESULTS**

"A Project Team consisting of the Heads of all the client divisions was assembled, as well as external service providers. PSP Icon provided the Project Lead. Shop fit plans; office layouts and specifications were presented to the client and approved.

The new site was identified, gutted and stripped, shop fitted to the new specifications and state of the art IT/Telecoms installed.

A communications strategy to ensure buy-in for the move was rolled out to all employees.

The new premises were completed in 12 weeks, and the employees were moved in a phased approach to ensure that there was a fall-back in case of systems failure.

The move of the call centre was carried out with no days lost, and no loss of calls. Operators were able to log off at the old work place at the close of business on a Wednesday, and log-on at the new premises the next morning.

This very complex project was completed on time and within budget. The client has since engaged PSP Icon for more work of a similar nature at other regional offices."