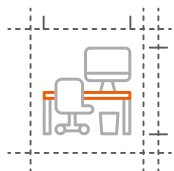


CASE STUDY



Large-Scale Corporate Office Relocation for a Leading Financial Institution in Malaysia

Helping a major financial institution relocate 3,000 employees with strict security, Covid-19 controls, and zero business disruption

When a leading financial institution in Malaysia needed to relocate its corporate office and critical IT operations, the project required more than standard office moving support. It involved 3,000 employees, nine office floors, sensitive business assets, data centre equipment, document handling, temporary storage and asset tracking.

The relocation took place during the Covid-19 period, when staff access to the office was restricted and movement activities had to comply with strict health and safety procedures. Crown Workspace Malaysia was appointed to manage the move from end to end, supporting the client with planning, coordination, packing, relocation, storage, secure disposal, and post-move services.



PROJECT OVERVIEW

Project at a Glance

Large-scale Corporate Office Relocation for a Leading Financial Institution in Malaysia



Client Type

Leading financial institution in Malaysia



Project Timeline

2021-2023



Relocation Scale

3,000 employees



Office Footprint

9 office floors



Move Route

Cyberjaya to Menara IQ, TRX



Core Services

Move management, office relocation, specialised moves, storage, certified and secured documents & IT asset disposal, asset tagging & creating the asset register for all harvested and new corporate assets

Project Highlights



Covid-19 SOP compliant move management



End-to-end office relocation support



High-security handling for sensitive assets



Structured planning for business continuity

THE CLIENT'S REQUIREMENT

The client required a relocation partner that could manage a complex corporate office migration while maintaining high standards of security, business continuity, staff coordination, and operational control.

The move involved a wide range of assets and workstreams, including:

- Office documents and departmental belongings
- Office equipment
- Workstations requiring dismantling and reassembly
- Data centre and server room assets
- Electronic media
- Industrial kitchen items
- Corporate fine art and artifact - secure handling, relocation & storage.

- Temporary asset storage
- Certified and secured documents & IT asset disposal
- Asset tagging & creating the asset register for all harvested and new corporate assets

Because the client operates in the financial sector, the **relocation also had to follow strict internal security requirements, global compliance standards, and controlled handling procedures for sensitive assets.**



CHALLENGES AND HOW CROWN WORKSPACE SOLVED THEM

1. Managing the move during Covid-19 restrictions

During the pandemic, many employees were working remotely and were not allowed to return to the office. This created a major challenge, as personal and departmental items still had to be identified, packed, moved, and delivered correctly without staff being physically present.

Crown Workspace's approach

Crown Workspace Malaysia conducted virtual pre-move meetings with the client's stakeholders to confirm requirements, approvals, timelines, and handling instructions. Since staff could not be on-site, Crown's team managed the packing of personal and departmental belongings on behalf of employees.

Strict Covid-19 standard operating procedures were applied throughout the move, covering on-site access, manpower control, hygiene, sanitisation, and safe working practices.

This allowed the project to continue in a controlled manner while protecting employees, contractors, and all parties involved in the relocation.

2. Meeting high security requirements for a financial institution

The client's business environment required strict control over data, documents, IT equipment, electronic media, and sensitive assets. Any mishandling could have caused compliance risks, operational delays, or loss of confidence among internal stakeholders.

Crown Workspace's approach

Crown Workspace aligned the move methodology with the client's security policies and operating requirements. Vetted crews were deployed, and controlled-access logistics were used to reduce risk throughout the relocation.

Sensitive assets, including data centre and server room equipment, were handled using secure procedures. Document disposal was supported through certified secure destruction services, giving the client proper documentation and assurance that confidential materials were disposed of responsibly.

This gave the client a structured and accountable process for handling high-value and sensitive assets during a major relocation.

3. Coordinating 3,000 employees across nine office floors

The scale of the relocation required careful planning. With thousands of staff-related items, multiple departments, critical business units, and a large office footprint, there was a high risk of misplaced items, scheduling delays, and confusion during the move.

Crown Workspace's approach

Crown Workspace developed detailed move plans covering schedule sequencing, inventory listings, volume estimation, equipment planning, pick-up routes, drop-off routes, and floor-level coordination.

A clear labelling and identification system was used to reduce the risk of misdelivery. This helped ensure that items were moved to the correct destination and could be easily identified upon arrival.

The team also maintained structured communication with the client's stakeholders, helping each stage of the relocation stay organised and on schedule.

4. Supporting more than just the physical move

The project required support beyond transportation. The client needed a partner that could manage several related services under one coordinated programme.

Crown Workspace's approach

Crown Workspace provided a broader workplace support solution that included:

- Move management consultancy
- Pre-packing and unpacking
- Dismantling and reassembly of workstations
- Specialised moving support for data centre, server room, kitchen, and corporate fine art & artifact items
- Temporary asset storage
- Electronic media storage
- Certified and secured documents & IT asset disposal
- Asset tagging & creating the asset register for all harvested and new corporate assets
- Sanitisation, pest control, and fabric cleaning

By bringing these services together, Crown Workspace helped reduce the burden on the client's internal teams and gave them a single point of coordination for multiple workstreams.



Results Delivered

Crown Workspace Malaysia successfully completed the large-scale relocation within the committed timeline.

The project achieved:

- Relocation support for 3,000 employees
- Movement across nine office floors
- No disruption to business operations throughout the migration
- Secure handling of data centre and critical IT assets
- Proper control over documents, electronic media, and sensitive items
- Successful coordination across multiple departments and stakeholders
- Positive feedback from the client's project team on Crown's professionalism, coordination, and risk management

How Crown Workspace Solved Key Project Challenges

Challenge	Crown Workspace Solution	Business Result
 Pandemic restrictions and no staff allowed on-site	<ul style="list-style-type: none">✓ Conducted virtual pre-move meetings✓ Managed packing on behalf of employees✓ Implemented strict Covid-19 SOPs	 Move activities progressed safely and in controlled manner
 High security requirements for a financial institution	<ul style="list-style-type: none">✓ Aligned move methodology with security policies✓ Deployed vetted crews and controlled-access logistics✓ Applied secure handling protocols for data centre and sensitive assets✓ Provided certified and secured documents & IT asset disposal	 Sensitive assets and information were handled securely with proper compliance control
 Large-scale coordination across 3,000 staff and 9 office floors	<ul style="list-style-type: none">✓ Developed detailed move plans and inventory listings✓ Mapped pick-up and drop-off routes✓ Established structured stakeholder communication✓ Implemented a clear labelling and identification system	 Seamless relocation with zero disruption to business operations
Outcome		
 3,000 employees successfully relocated	 Completed within the committed timeline	 Critical IT assets moved securely
		 Positive client feedback on professionalism and coordination

OFFICE RELOCATION MANAGED FROM START TO FINISH

Office relocation is more than moving furniture and equipment. It is about reducing downtime, protecting sensitive assets, and keeping business operations on track.

Crown Workspace Malaysia provides end-to-end support across move management, packing, specialised relocation, storage, certified and secured documents & IT asset disposal, asset tagging & creating the asset register for all harvested and new corporate assets. With proven experience in large-scale corporate moves, we manage each stage with care, control, and accountability.

 malaysia@crownworkspace.com

 +603 6062 0388



Large-Scale Corporate Office Relocation

Inspiring places and performance
crownworkspace.com

Discover Crown

A complete range of services to help you and your business
crownworldwide.com