

CASE STUDY



Workspace Reinstatement & Office Move Project for a Global Financial Services Client

CLIENT OVERVIEW

The client is a prominent organization in the global financial services and market infrastructure industry, operating across multiple locations in the Philippines. With a strong presence in Taguig City, the client required specialized workspace services to support operational transitions across several floors and buildings.

PROJECT SCOPE

Crown Workspace Philippines was initially engaged to manage the relocation of white goods and office equipment, totaling approximately 86 cubic meters. This involved detailed planning around logistics, building access, and coordination with the client's internal teams to ensure minimal disruption to operations.

During the early stages of the engagement, specifically during pre-move orientations and site inspections, the client expressed a need for reinstatement works to restore leased spaces to their original condition. Crown responded promptly, offering a tailored reinstatement solution across six floors in three buildings that included:



Wall and ceiling repairs



**Surface restoration
and finishing**



**Compliance with building
handover standards**

This expanded scope required simultaneous execution across three separate buildings and six floors, demanding a high level of coordination, resource management, and quality assurance.

TAILORED REINSTATEMENT SOLUTIONS

Wall & ceiling repairs

Surface restoration
& finishing

Compliance with
building handover
standards

CHALLENGES & SOLUTIONS

Faced with a compressed timeline, multiple teams were deployed concurrently across all locations. This approach ensured that both the move and reinstatement work progressed in parallel, without compromising safety, quality, or client expectations.

The project was led by James Enciso, Head of Workspace Philippines, who oversaw all aspects of delivery, from mobilization and scheduling to on-site supervision and client communication, ensuring seamless execution and alignment with client expectations.



Time Constraints:

The bid submission and contract approval process were compressed, requiring rapid coordination and decision-making.



Tight Completion Timeline:

To meet the client's deadline, Crown deployed multiple teams simultaneously across all three buildings.



Resource Limitations:

Due to high-volume requirements across multiple sites, Crown Workspace Philippines strategically collaborated with approved service partners to support specific aspects of the project. This approach allowed the team to scale resources efficiently while maintaining control over quality and delivery standards.

CLIENT FEEDBACK

Overall Experience



Ease of Service Use



Likelihood to Recommend: 10/10

These ratings were collected through a post-project customer satisfaction survey.

“Great work for James Enciso for handling professionally the works at [the] Reinstatement and Move Project. Until the next project.

Client Project Manager

OUTCOME

The project was completed on time and to the client's full satisfaction, demonstrating Crown Workspace Philippines' ability to adapt quickly, manage complex logistics, and deliver high-quality service under pressure.

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