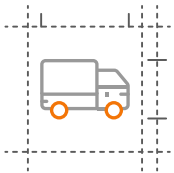




## CASE STUDY



# IT relocation support for BPO's move to a flexible workspace in Taguig City

Our client is a global leader in digital transformation with 112,000 employees, provides tailored end-to-end solutions for all industries in 71 countries. Across the world, the client enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

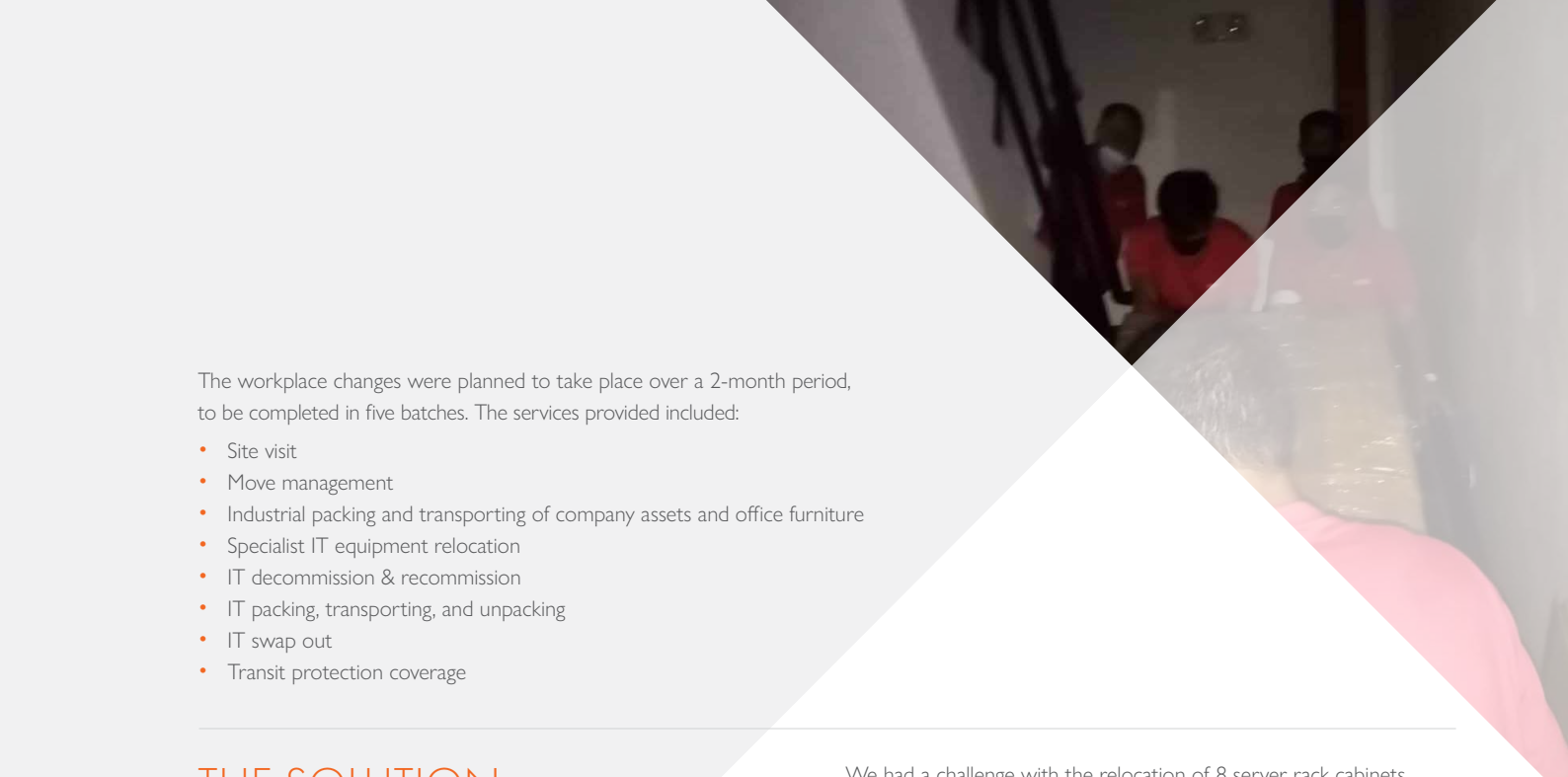
Here in the Philippines, our client provides transformation Business Process Outsourcing (BPO) services and has offices strategically located in 5 cities across the country. Our client is now expanding its domestic business in the Philippines by rolling out the full global portfolio of products and services.

### PROJECT OVERVIEW

Our client always aims to be the most outstanding company providing BPO services that is an inspirational role model for the Philippines business community. Hence, the client's relocation plan to its new office premises within the business district of McKinley, Taguig City underscores client's commitment to the Philippines ICT industry and position itself as organization that fuels growth and opportunities for its employees, clients, and society at large.

As part of the client's relocation plan towards a flexible workspace for around 1,000 employees, client also required specialist IT relocation support for packing and transporting of IT equipment, on top of moving office furniture. The IT equipment included desktops, AV equipment, servers and switches, server racking, monitors, monitor arms, doc stations and cabling.





The workplace changes were planned to take place over a 2-month period, to be completed in five batches. The services provided included:

- Site visit
- Move management
- Industrial packing and transporting of company assets and office furniture
- Specialist IT equipment relocation
- IT decommission & recommission
- IT packing, transporting, and unpacking
- IT swap out
- Transit protection coverage

## THE SOLUTION

A Client Services Manager and an IT specialist from Crown Workspace Philippines made initial site visits to establish the client requirements and define logistical boundaries for the project. This was followed up with a detailed proposal with quote to the client. As the client needed not only office relocation, but also high level of IT equipment relocation, Crown Workspace Philippines was finally selected to manage the move as Crown Workspace's integrated services were well-positioned to fulfil client's requirements. A dedicated project manager from Crown Workspace was appointed to oversee this project. As the first step, the project manager worked on a project timeframe with built-in flexibility for eventual schedule changes should they be required yet meeting the project timeline. Together with the IT Team of Crown Workspace, the project manager also delivered a carefully planned IT relocation to conform to the client's budget, time scale and logistical requirements, providing flexibility to fit around the reconfiguration works for each office space.

We had a challenge with the relocation of 8 server rack cabinets during the course of moving out from origin. The size and weight of the server racks were beyond the capacity of building's service lifts. Our crew was not able to fit any of the server racks to the service lifts. We needed to solve the problem while making sure we stayed within project's budget, so the project manager decided to proceed with stair-carry service. Meticulous care was taken over the wrapping of individual server rack and carefully packed into crates. All individual IT equipment was carefully identified, labelled, and wrapped with anti-static bubble wrap. IT specialists then decommissioned the equipment. Make and model items were kept together with labelling both inside and outside of the crate to enable an efficient process at the IT recommission stage according to plan.


The entire project was completed according to client's timeline though there were changing requests from client during the relocation. Client was satisfied that the entire office relocation was completed within given timeline, and no damages or missing items were reported.

### Project managing every detail – we have a proven record of expertise and experience.

We 'take the load' – Crown Workspace understand the pressures to minimize downtime and maintain employee productivity through every aspect of an office move. Providing a bespoke and tailored solution for all types of office and workplace, Crown Workspace Philippines' services and expertise include office relocations, commercial storage, IT services and recycling & disposal.



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