

Moving with the minimum of fuss



Technical summary

- 700 end user moves
- Over 3 weekends
- 20 dedicated engineers

The client

The investment banking and securities business of one of the world's most stable and secure financial institutions provides a full spectrum of services to institutional and corporate clients, governments and financial intermediaries globally.

It has a track record of deploying innovative structures and delivering best fit, client-specific solutions to a global corporate client base, with services encompassing advising on mergers and acquisitions, strategic reviews and corporate restructuring solutions.

The challenge

As a direct result of the successful acquisition of new business, the private banking division of this investment bank needed new offices to accommodate an increasing number of staff. Already sited in a prestigious West End building, a decision was taken to amalgamate two offices to achieve economies in space and provide additional capacity for future growth.

This would require more than 700 users to be relocated to these new offices whilst maintaining business as usual for the division.

The solution

Excel I.T. was called in to ensure that the project would be completed without any hitches. For a project of this scale and complexity, a considerable amount of organisation and planning was required. It was deemed that the maximum amount of people should be moved within an extremely short timescale to ensure minimal disruption to the business.

Excel I.T. assigned more than 20 dedicated engineers to the project, who worked around the clock to ensure that nothing went amiss.

Working to very tight deadlines over 3 weekends, the initial phase would involve relocating 150 users, along with all necessary IT equipment from the offices in the City of London. A further 150 users would be moving from the existing office to the new building. The second phase would see the restacking carried out and the relocation of an additional 400 users. This would all be achieved over three weekends.

Moving with the minimum of fuss



The first phase, started with a full survey of all equipment that was to be relocated to the new offices. When all information had been gathered, moves packs were put together showing the layout for the furniture, a breakdown of all services and the precise layout for all the IT equipment. This then allowed Excel I.T.'s Patching Team to start installing patchleads to provide all network and telephony connectivity. The early availability of the patching requirements was a key factor in completing the installation and testing of all services well before the actual move date.

At close of business on the Friday evening, the Excel I.T. Moves Team put its detailed plan into action. The decommissioning of equipment that was to be relocated started by labeling everything and carefully packing it into cages and crates for transportation to the new building. After delivery, the team used the desk layout template information and digital photographs from the initial survey to ensure that everything was in the right place. All IT equipment was then connected and powered up ready for the testing phase.

Using a pre-agreed test script, the Moves Team carefully checked each service for full functionality. The Moves Engineers signed off each desk after all checks had been completed prior to final sign off by the Moves Manager. This also ensured that Excel I.T.'s Quality Assurance ISO9001 :2000 criteria was strictly adhered to.

When the main bulk of work had been completed, the Moves Team greeted the users in their new offices on the Monday morning. With Excel I.T. engineers operating on-site from 6:30am, any fine-tuning required by users was carried out quickly with minimum fuss. The final stage of the project was to de-commission the patching and jumpering of the old area, ready for occupation by the next users.

06:30 Post move support was also provided along with a detailed handover and moves debrief with the customer.

As moves of this nature depend on many different trade disciplines working together, it was essential to have a coordinated effort. The Excel I.T. Project Manager ensured that everyone knew what was happening, not just with their own specific tasks, but with what everybody else was doing as well. It was this coordination that ensured a seamless transition into the new building.

With vast experience of this type of move, Excel I.T. offers a fully managed service, from initial concept through to completion.

According to Danny Davenport, Excel I.T. Moves Manager: "Our moves know-how enables us to assist and advise on all aspects of move planning. Through regular coordination meetings with our clients, other trades and end users, a successful move can be assured."