

Name of Project

Investment Bank, London

Core Client

Outsourced FM Services Provider

Contract Detail

3 year FM contract

BPM Consultants

Jan White – Business Development

& operational design inputs – then PMO lead

Greg Manton & Gavin McLuskie – Reporting & support

Confidentiality Clause

The Case Study is presented as an example of our activity and capability. Due to the nature of the commercial and trusted relationship with our clients, the names of the businesses have been removed (to protect privacy; intellectual property rights and the integrity of the innocent and the guilty alike!).

Introduction

Our client secured an opportunity to bid for the prestigious Investment Bank headquarters buildings – being developed within London City - decanting existing services and operations from two nearby trading offices. The new facility was to reflect the ABW (Activity Based Working) model adopted by the Investment Bank in its overseas Head Office & would harmonise branding; SLA & KPI standards across both the retained & outsourced facilities streams.

Assignment

Initially the assignment was to support the Business Development team to define the operational delivery solution, with a target operating model – linking to the retained team activity & looking to optimise operating synergies & value added activities for the bid submission. On securing the award, Jan White was retained to manage the PMO for the Core Client's 8 week mobilisation activity. Within a few days, this scope expanded to report on the Fit-Out project; the decant/moves logistics operations and closure of the two existing key London sites, with Real Estate management being added to the brief. In order to accommodate the broader remit – given the short mobilisation & TUPE timescales, additional resources were seconded from within BPM to coordinate the internal (& those external to the Core Client) workstream reports. Corporate emphasis was on the efficient migration to the new facility. Critical to this was the communication & engagement of the wider project to the Traders & general staff – providing confidence in the new ways of working; providing assurance at desk & locker availability along with the provision of additional break-out & operational facilities.

Key Achievements

- Combined & expanded project coordination & reporting
- Communication activity – including presentations; visits; briefings & newsletters on the new facility & ABW adoption – and single 'one team' branding; informs & signage.
- Early TUPE of staff – without impacting on legacy operations & contracts
- Eight week combined mobilisation; TUPE and migration programme
- 1st March commencement of site & services
- Full Black Building test prior to occupation
- Estates/Real Estate activity incorporated to the contract