

# CASE STUDY

## American Express

### KEY FACTS

Location	Burgess Hill, West Sussex ( & Nationwide)
Industry	Financial
Scope	Occupied Office Refurbishment



## Delivering Change

Seeing performance delivered on time/budget and results to a very high quality is probably the best method of reviewing a prospective supplier. In the early 1990s the American Express kitchen was being refurbished for their on-site contract caterer by Woodman. They liked the Woodman experience so much they awarded Woodman several projects.

So when it came to finding a workspace management team to oversee their £10 million, 2½ year head office refurbishment programme, Woodman was the preferred supplier. Amex's Brighton-based European 9 floor HQ project was completed within their continuous operational requirement. Woodman programmed, oversaw and controlled all essential work every night and weekends for 125 weeks. All construction work, air conditioning, lighting, power distribution, was phased so that Amex's day-to-day business activities continued without a hitch.

Since then Woodman is proud of its mutually beneficial and continuous working relationship with American Express fulfilling the

requirements of their constantly changing business needs.

### EXAMPLE

A few years later Amex needed to relocate their 170 strong IT team to coincide with a lease break at Napier House, Brighton.

### THE CHALLENGE

In order to achieve this, a selected floor of Sussex House had to be re-planned and refitted to accommodate the IT team, complete with their own specific requirements and individual offices for 22 senior managers. Above all, this work had to take place without disturbing the staff on the other floors within the building.

### THE SOLUTION

Woodman headed up a dedicated team that included American Express' own Real Estate, Facilities, Business, and Security people plus selected M&E contractors and representatives from the IT team. A detailed programme of works was prepared, dovetailing all elements of works from the different parties involved, including integration of internal IT teams.

Implementation of the programme was carried out using dedicated 'single point' weekly meetings with all stakeholders and providers to ensure our project commitment to on time and budget was maintained to everybody's satisfaction.

### THE CONCLUSION

The complete IT team was relocated before the lease break as agreed with no interruption or disturbance to American Express day to day business.

### Other projects completed for American Express include

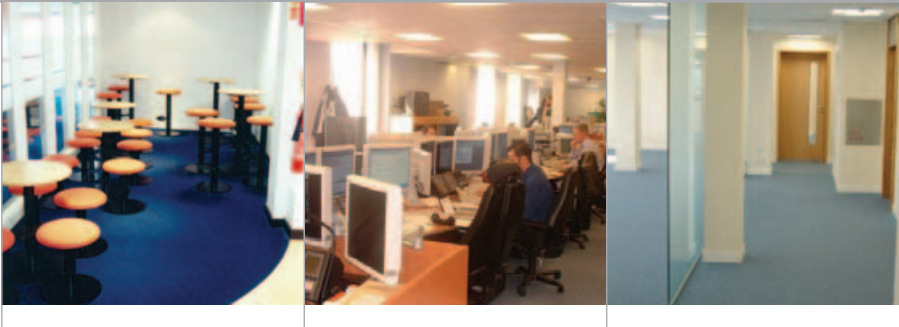
#### TRAVEL INSURANCE OFFICE – BASILDON

Stripping out and refit of the existing office space, including lighting, ceilings, carpet, kitchenette, communications' room. Woodman supplied new furniture and storage units.

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### AMEX HQ SERVERY & RESTAURANT

Build Management of new brand concept for the servery and food offering areas within Amex house. Work included installing a new coffee bar and retail shop, internet café and generally upgrading the restaurant seating area.

### TOILETS

Build management of renovation/ replacement of all toilets over 9 floors of Amex House. Work included hot and cold water services, ventilation, new sanitary ware and all finishes. Work scheduled and completed to ensure adequate toilet facilities for over 3000 people and provision for disabled staff, at all times.

### AMEX BANK, DEALER ROOM – BUCKINGHAM PALACE RD, LONDON

Build Management of the Dealer Room refurbishment including new air-conditioning, lights, carpets and furniture. All work carried out nights and weekends only to ensure day to day activities of the dealer room could continue without disruption.

Due to the prestige location special considerations were given to local residents. Working closely with the Local Authorities noise (drilling) was kept to a minimum and only at agreed times.

### AMEX FOREIGN EXCHANGE UNITS – HEATHROW AIRPORT, LONDON

Build Management of re-branding and further refurbishment of 14 Foreign Exchange units, landside and airside throughout Terminal 3 and 4. The work was carried in conjunction with BAA and Amex personnel.

### AMEX OFFICE REFURBISHMENTS:

Over the past 10 years Woodman has refurbished over 15 offices and workspaces for Amex offices throughout the UK.