

# CASE STUDY

## Orange PCS Aztec

### KEY FACTS

|          |   |
|----------|---|
| Location | Bristol, Avon ( & Nationwide)   |
| Industry | Telecommunications  |
| Scope    | Project management and quantity surveying services for new office fit out |



## Exceeding expectations

Woodman has been a preferred and trusted workspace QS, project management and consultancy partner for Orange PCS (a leading worldwide supplier of voice, email, fixed line, broadband and mobile services) since 1999.

They have delivered projects that include the fitting out of new properties, refurbishments and move management in addition to Quantity Surveying services, with a combined value in excess of £20m. All delivered within budget and on time.

But the latest project for Orange exceeded expectations.

As **Ian Bush**, head of space planning at Orange, outlined *'When I commissioned Woodman to carry out the bespoke fit out of the ground and first floors of our new Aztec 2620 building in Bristol, it had to be completed in the shortest time possible and to a very tight budget. Not only did Woodman deliver the project on time, but through the use of their unique programme systems they also saved us 4% of the overall budget, £4.95m. This demonstrated the value of using a business with a proven track record.'*

### THE CHALLENGE

Orange had around 75,000 sq ft available in Bristol spread across a number of buildings and in 2006 they carried out a review to assess the opportunity to improve the co-location of teams and take the opportunity to dispose and sublet buildings where appropriate. The decision was made to fit out 2 floors of Aztec 2620 and to dispose of smaller buildings.

Woodman was then commissioned to carry out a feasibility study and deliver a detailed budget for the fit out and operation of Aztec 2620, which led to the approval of the business case.

From the company's group of preferred suppliers Woodman then successfully quoted for the fit out work and, in July 2006, was awarded the contract on an 'open book basis'.

The project started in September 2006 with a completion date in March 2007.

### THE SOLUTION

It was critical that the project was delivered in 2 phases to meet the demands of the business. Phase 1 had to be completed by January 2007 to meet the lease break timing in closing one

of the buildings. Phase 2 delivered the final part of the project – a deli restaurant & kitchen, a meeting room suite and the remaining office space.

From phase one onwards the building was partly occupied which meant managing the contractors work, building security, health & safety around Orange users. It was also essential to provide temporary services, such as catering, until the deli restaurant opened.

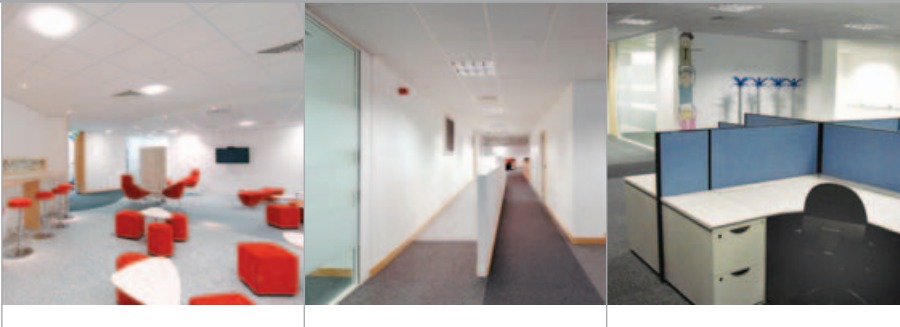
### SET UP:

- Transparent and competitive tendering.
- Selection of highly qualified contractors and suppliers ensuring best value.
- Prior agreement to the aggressive programme with all providers and suppliers to ensure that half the space (to be occupied end Jan 07) would be completed.
- Detailed budget and progress reporting to client.

*Continues over...*

# CASE STUDY

## Orange PCS Aztec



### INSTALLATION

- Creating office space for 438 workstations with break out areas, vending area and office services centres.
- Develop 30 cellular spaces including a meeting room suite capable of containing 120 people at once, 3 state of the art video conference facilities and general meeting rooms.
- A space unique to Orange called "Your Space" developed by Orange staff that is a place for informal meetings, lone working or just sitting and having a think.

### DELIVERY

- 24/7 hands on site management of all trades ensured that works were installed to a high quality with vigorous and strictly enforced 'snagging within 5 working days of completion' as work progressed enabling a 'snag free' handover to Orange facilities on time.
- Regular 'one contact' liaison with Co-ordinated Orange teams – technical, facilities and security – so any additional client requested works were accommodated within the agreed programme.

### THE CONCLUSION

- Through Woodman's hands-on management and transparent procurement, a relationship of trust was established between contractors and suppliers and the client, ensuring an on-time project was delivered 4% under budget.

*'Woodman demonstrated that their ability to deliver 'on time and on budget' enabled the Orange property team to deliver to the Executive the critical changes needed to support the business.'*

#### Ian Bush

Orange - head of space planning