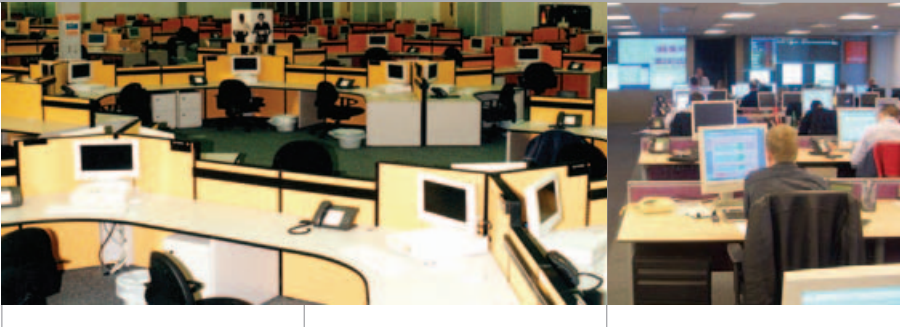


# CASE STUDY

## Orange PCS

### KEY FACTS

Location	Bristol, Avon ( & Nationwide)
Industry	Telecommunications
Scope	Occupied Office Refurbishment



## Meeting 'segmented' business needs

Orange is one of the largest worldwide providers of total mobile voice solutions, devices, service plans, email, fixed line, broadband and mobile connectivity services.

Woodman has been a preferred workspace Management Contractor and Consultant partner since 1999, helping Orange meet changing business needs. During this time they have completed virtually all types of workspace projects with a combined value of over £15m - every one delivered **on time, on budget**.

The first project in 1999 was the refurbishment of the Technology Monitoring Centre in Bristol and in 2006 they were re-commissioned to manage the latest upgrade of the same facility.

### THE CHALLENGE

To co-ordinate and totally manage the installation of new air con., lighting and lighting control system, new carpets, furniture, glass wall with automatic sliding door, new video wall with cutting edge technology, desk top PC connectivity and configuration. All work had to take place in the 24 hour, 7 day a week real-time working environment, with very limited operational space.

### THE SOLUTION

From the client's brief Woodman compiled detailed budgets and programmes for agreement. They ensured that every work element was competitively tendered to get best value for Orange. When on site, Woodman also co-ordinated and managed specialist teams including technical, facilities and security. All the sub contract trades were supervised and managed on site by Woodman contracts managers, over nights and weekends, to ensure standards and programme were maintained.

### THE CONCLUSION

Completed project **on time, on budget** with 100% day to day operational efficiency of the TMC maintained. The site was opened by Bernard Gillabaert, then CEO of Orange

**Examples of other projects Woodman have completed for Orange include:**

### CALL CENTRES – NORTH EAST.

Total build manage and Employer's Agents for CAT B fitout works for 5 call centres in the North East, creating over 300,000ft of call centre space for Orange Customer Services, between a period of 1999 /2002

### OFFICE FITOUTS – BRISTOL

Total manage/build of fitout on 5 floors of Temple Point, Bristol, to accommodate 500 staff.

### RELOCATION – BRISTOL CAMPUS

Woodman work extensively with Orange space planning experts to implement the relocation of teams and staff in and around the whole of Orange Bristol Campus, on a continuous basis.

In five years Woodman have planned and organised the movements of over 3000 staff ensuring that when they turn up for work the next day their working environment is 'ready for business'!

*Continues over...*

# CASE STUDY

## Orange PCS



### FITOUT AND RELOCATION – TEST/REPAIR CENTRE AND 'CLEAN ROOM', OXFORDSHIRE.

Appointed on a Management Contracting and Consultancy basis, Woodman managed the £2.5m relocation and fitout of 2,900 sq metres phone test and repair and distribution centre linked to a further 10,000 sq meters of warehousing including organising installation of bespoke test & repair "Clean" rooms.

### COMPLETE FITTING OUT – HQ LONDON.

Appointed on a Management Contracting and Consultancy basis, Woodman managed the successful fit out of 2000 sq metres over two floors in Wigmore Street.

### SWITCH SITES – UK

Throughout the UK Woodman have Contract Managed and delivered complete office fitouts at over 10 switch sites.

### MAKING INNOVATIVE CONCEPTS A REALITY – HATFIELD

Orange wanted to physically demonstrate how advanced telephony could make running a 'typical' busy household easier by using a phone handset to control all services and equipment.

To make this happen **on time and on budget**, Woodman was appointed as the Managing Contractor and Consultant.

Woodman brought in and co-ordinated designers, engineers and teams from Orange Technology departments to develop and devise how best to 'showcase' and demonstrate how the new telephone technology worked in every application to increase efficiency in the home of tomorrow.

The most cost effective solution was to use an existing 5 bedroom home. Converting the house to meet the agreed design and 'brief' meant complete internal demolition and refitting, with provision for visitors and members of Orange staff to be shown around the completed project.

*"Orange PCS have used Woodman for over 7 years as Workspace project managers, programme managers and quantity surveyors. During this time we have learnt to trust them with our most difficult fast track projects as they always deliver. Their service and flexibility is consistently impeccable on both large and small projects."*

**Graeme Scannell**

Orange - Space Planning