



# Cushman and Wakefield

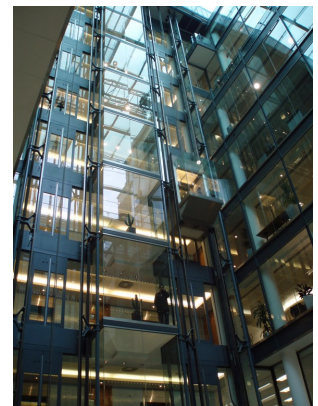


## Case Study

Cushman and Wakefield derives real benefits from a successful LAN migration and implementation of converged IP Telephony...

### The Client:

Cushman and Wakefield is a privately held global commercial real estate services firm. Founded in 1917, it has 230 offices in 58 countries and more than 15,000 employees. The firm represents a diverse customer base ranging from small businesses to Fortune 500 companies. It offers a complete range of services within four primary disciplines: Transaction Services, including tenant and landlord representation in office, industrial and retail real estate; Capital Markets, including property sales, property investment management and valuation services; Client Solutions, including integrated real estate strategies for large corporations and property owners, and Consulting Services, including business and real estate consulting.



### The Challenge:

With 600 employees working at Cushman and Wakefield's headquarter premises in the City of London dealing with colleagues and clients around the globe on a daily basis, it is imperative that the IT infrastructure is able to provide a functional and resilient communications environment. Cushman and Wakefield had identified a requirement to implement IT Telephony within its London headquarters, in order to benefit from having a technically advanced converged future-proof platform. This would also set a new standard that could be implemented across Europe.

However, the existing LAN infrastructure in place would not support IP Telephony. With previous IT projects, Cushman and Wakefield had dealt directly with its suppliers. Due to the criticality of this project, Cushman and Wakefield wanted to make sure that it adhered to quality control and marketplace best practice throughout. PTS Consulting was selected as Cushman and Wakefield's IT Consultancy partner to deliver objective guidance and project management assistance in the planning, design, procurement and implementation of a LAN migration and IP Telephony (IPT) roll-out that would meet time, quality and cost-efficiency objectives.

### The Solution:

**Migration Strategy and Plan:** PTS Consulting firstly reviewed Cushman and Wakefield's existing IT strategy and carried out a full needs analysis assessment. PTS was then able to compile a strategic plan for the migration that fully reflected business objectives, and the future needs of the users. This plan could then be used as a best practice guide to steer activity as the project progressed.



**Design and Procurement:** As an independent party, PTS Consulting was able to ensure that the design of the solution was fit-for-purpose and that the solution and support contract procured were the most suited to Cushman and Wakefield's needs.

**Implementation and Project Management:** The LAN migration was carried out over four weekends enabling business as usual to continue for the Client. The IPT implementation was then project managed over two weekends with no disruption to service. To ensure adherence to the quality objectives set in the migration strategy and plan, PTS worked to a project methodology and delivered project progress reports to Cushman and Wakefield regularly throughout the project.

### **The Benefits:**

For both the LAN migration and the IPT implementation, PTS Consulting was on-hand to deliver independent project assurance from the initial specification to the procurement, installation, testing and final migration. Key features that the project delivered to Cushman and Wakefield included:

- LAN migration to support 600 users in London headquarters with no disruption to service.
- Resilient IP converged future-proof telephony platform to set a new standard that can be implemented across Europe.
- Strategic project management and planning advice throughout the project lifecycle.
- Best practice design and procurement to ensure solution was cost-efficient and fully aligned with the business and user needs.
- Business As Usual implementation with regular project reporting from PTS Consultants delivered consistency throughout the project and reduced the risk for the Client.

### **The Verdict:**

Richard Sharpe, IT Operations Director, Cushman and Wakefield concluded: *"The LAN migration and IP Telephony convergence projects really demonstrated the value of bringing in external IT and Project Management Consultancy, PTS Consulting, as our partner. This project was comparably more successful than previous IT projects we had undertaken. PTS Consulting's Project Managers were able to bring in best practice expertise and conduct QA to ensure a consistent approach and performance at all times. Taking an independent stance, PTS Consulting was able to ensure that the solution was not over-specified and that we weren't over-charged. The savings made proved the projects were more cost efficient when supported via PTS Consulting rather than direct with the supplier."*

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*About PTS Consulting: PTS Consulting Group PLC (PTS) is one of the world's leading IT consultancies with a reputation for innovation and thought leadership. PTS is also renowned for its project management expertise. As the global leader in IT relocation projects, working with some of the world's largest companies, PTS has earned a world-wide reputation for independence, professionalism and quality of service. Headquartered in the UK and founded in 1983, PTS has worked in over 70 different countries, 250 cities and employs more than 330 staff in the Americas, EMEA and Asia-Pacific. [www.ptsconsulting.com](http://www.ptsconsulting.com)*