



# Willis

## Case Study



### Iconic Willis Relocation planned to perfection with help from PTS Consulting

#### The Client:

Willis is recognised as a leading global insurance broker, concentrating solely on handling risk management and reinsurance and broking. With nearly 16,000 Associates positioned in 300 offices across 190 countries, Willis leaders bring an extensive array of experience in financial planning, global business strategy and senior corporate management.

#### The Challenge:

In 2005, Willis began planning for a project that would see the build of a new state-of-the-art iconic building located in the Heart of the Capital's insurance district in Lime Street, London. The new building would need to be able to hold 2,500 people and serve as its new Global Headquarter premises. The project would see the consolidation of 2,250 users from 4 London locations to the new Lime Street location. With a Relocation of such scale, it was vital that Willis was able to plan, design and implement a robust IT network infrastructure for the new building that would support the demands of the business. PTS Consulting was retained to help Willis establish a clear view of their IT requirements in order to formulate a comprehensive strategy for action. Willis had the following requirements:



- New IT infrastructure that could support 2,500 users in a single location
- Connectivity to Willis' global Data Centres
- Re-use of existing furniture and desktop technology
- Wireless infrastructure throughout the building – for guest and Willis use
- Desire to migrate to IP Telephony for consistency with New York office

#### The Solution:

**IT Relocation and Infrastructure Strategy:** PTS Consulting worked with Willis to gain a full understanding of high level business strategies to develop the IT brief for all components of the IT Infrastructure. PTS Consulting was then able to review the most appropriate approach for each technology area, taking into account any requirement to adhere to global strategies, vendor specific allegiances or legacy systems, plus any new and emerging technologies. At this important stage, consideration was given to initial budgets, proposed migration timetables, technology and resourcing constraints, and any IT Project risks. A further essential exercise was working closely with the Professional Design



Team, to ensure that these requirements were correctly interpreted and taken fully into account within the overall scheme design.

**IT Infrastructure Procurement:** With the strategy and high level budgets defined, the next stage of the project was procurement. On behalf of Willis, the PTS Consulting IT Project Office then managed an appropriate procurement process for each individual technology area. Using PTS Consulting's tried and tested procurement methodologies, Willis was able to go out to market and select the best solutions to meet the needs of the business. In line with Willis' outline requirements, the second phase included design and procurement of:

- 'Thin IT' technology – this means the building can take its services from the Willis' global Data Centres.
- State-of-the-art Audio Visual systems for 40 meeting rooms and a 380 seat auditorium
- Network connectivity
- Wireless networking throughout the building – for guest and Willis use
- Future-proof IP Telephony platform

Neil Lowe, Senior Network Consultant at Willis said: *“During the procurement stage, PTS Consulting helped Willis to determine all the relevant technical components required in order to go out to tender. We then used PTS Consulting's toolsets and methodologies to help us methodically shortlist and source a partner that could deliver what we needed. PTS Consulting was also able to help us fine-tune the design documents to our exact requirements.”*

**3) Relocation Implementation and Project Management:** The final stage of the project involved the sign-off, delivery and implementation of all IT Systems and Services, to programme and budget. PTS Consulting worked alongside the Willis IT project team as well as external third parties, vendors and members of the professional team to ensure that all aspects of the migration were carefully coordinated. The user Relocation itself was spread over 6 weekends. Since a proportion of existing technology and furniture was to be re-utilised, each migration required detailed planning and preparation to integrate the new with the existing, so that everything was assembled, tested and working, ready for the users.

Malcolm MacDonald, Programme Manager for Willis explained: *“The migration phase was very complex since it required the integration of existing desktop and video conferencing technology with new IP Telephony, Audio Visual and multifunctional printing equipment. At the same time, all existing network connections had to be moved to provide Local Area and Wide Area Network connectivity in the new location and ensure that London had the necessary links to Willis' operations in Asia-Pacific, India and the United States. Working with PTS Consulting throughout the implementation was a good experience. PTS Consulting's planning processes and weekend move schedules worked very well, ensuring that we always had the right people on site during the weekends.”*

Neil Lowe, Senior Network Consultant continued: *“At no stage in the project did working with PTS Consulting feel like an: ‘us and them’ scenario. PTS Consulting completely integrated into the Willis project team and worked very hard to get the job done.”*



### The Benefits:

With thorough consideration of the requirements and strategic objectives of the Relocation, and close co-operation with other members of the professional team, PTS Consulting's processes and methodologies have helped ensure that the IT Infrastructure for all 2,250 employees could be relocated to the new location on time, to budget and to specification. Key features of the project include:

- Comprehensive IT Infrastructure and Relocation Strategy
- Management of Procurement to find best solutions for business needs
- Implementation of IT Relocation for 2,250 employees over 6 migration weekends
- Consolidation from 4 sites to a new state-of-the-art Global HQ building
- Improved working environment with IP Telephony, AV and Wireless
- Support from PTS Consulting's in-house Relocation Methodologies
- Ongoing co-ordination and communication with all other third party services an improvement in document management.

### The Verdict:

Over a period of 3 years, PTS Consulting supported Willis with independent advice, guidance and expertise to deliver a successful IT Relocation – from initial strategy through to procurement and implementation.

Adrian Ager, IT Service Delivery Manager commented: *"PTS Consulting had the technical experience and professionalism to help see the Willis IT Relocation through to a successful conclusion. The PTS Consultants were able to take over entire work streams on our behalf, to enable us to deal with other matters. PTS Consulting also had to adapt to changing requirements throughout the project, communicating with people at every level in the project hierarchy. Having PTS Consulting working on the project really made a difference. To conclude, no job was too big or small for PTS Consulting, who really did go the extra mile to get the job done."*

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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)*