

# PROFICIENT PROJECT MANAGEMENT EQUALS SMOOTH TRANSITION

## CASE STUDY

Blending the careful handling of highly-specialized lab equipment while relocating its personnel to a new headquarters in the Silicon Valley during a three-phase relocation would require more than moving from point A to point B. Enter the single point of contact, Graebel Commercial Services. After meeting with the technology company team to review project goals, Graebel identified a cost-effective process, proper equipment and experienced specialists needed to get the job done.



### THE CHALLENGE

Before the client moved into its new space, tenant improvements were required, including a demo floor, R&D center, laboratory space, training rooms, common areas, private offices and cubicles. As construction for these renovations were underway, Graebel developed the move scope and plan, while considering the client's exacting requirements.

The client requirements included a firm start date for employees to operate in the new facility and to allow the Company to continue its business operations with zero down-time. In addition, the client had highly specialized technical equipment, including servers and 30 R&D laboratories that demanded special handling from disconnecting at the old facility, transporting to the new location, to managing the installations at the new location.

### THE CUSTOMER:

Innovative semi-conductor and software developer in Santa Clara County, California

### PROJECT SCOPE:

Supervise the employee and equipment relocations from the multi-building corporate headquarters to a new, unified corporate campus in San Jose, CA and to decommission the former buildings.

### PROJECT GOALS:

Provide the client with a single source solution, from planning and developing the scope of work to managing multiple vendors throughout the project.

### WHY GRAEBEL

A proven track record with large scale headquarters and complex lab moves convinced the client's senior directors of the Graebel capability and commitment to deliver service excellence.

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## THE SOLUTION

With the plan set, Graebel controlled and managed multiple vendors needed to properly handle the technical equipment as the client and suppliers' single point of contact for the entire relocation. As the project scope grew, Chris Marr, regional vice president at Graebel, stepped in to manage and execute a project work flow to achieve the client's changing objectives:

1. Executive manager to organize the move for the client, including initiating the move plan for the client, organizing head counts, developing the phase-by-phase basis and more
2. An on-the-ground manager to coordinate and facilitate crews as plans went into motion swiftly

The experienced Graebel team employed its proven best practices and was ready on the fly for zero-downtime. Preprinted labels for the client's assets were used to eliminate mis-tagging since schematics for the new laboratories were in development.

### PROJECT STATISTICS

- » Among the Client assets relocated in the three-phase project:
  - 1,500 Servers in the data center
  - Highly specialized lab equipment and supplies
  - 33 Common area rooms' furnishings
  - 200+ Corporate-owned framed artwork, photographs, and award plaques
  - 1,100 Employees' offices and cubicles
- » \$90,000 saved for Client through Graebel eco- and recycling efforts during the former headquarters' decommissioning

As the client completed its floor plans for the new space, these schematics were constantly updated and communicated via the cloud to the whole team – the client, move managers and crews – for easy access to the information.

To ensure that the client's resources and employees would operate in the new space on-time, Graebel crews worked evenings and weekends, and in a live construction site as floors were completed. Because the construction contractors were still fabricating furniture, putting up dry wall and finishing the electrical systems, all crews were given additional safety training and the proper protocols to avoid injury.

One Saturday an elevator broke and construction on another part of the facility blocked the stairways, so the team improvised. The Graebel crew worked directly with the construction contractor and a second story window with a lift was used to install lab benches.

A commitment to conservation methods was a key objective for the client. Graebel used their proven solutions to transport assets to state-of-the-art recycling facilities and other donation sites throughout the area. The decommissioning of the former site utilized the Graebel extensive supplier network and created a revenue stream for the client.

## THE RESULT

Marr and the Graebel team identified and consolidated vendors and developed a close relationship with the client's executive team to help ease any uneasiness or concerns. Along with the decommissioning partners, other partnerships were formed to successfully move 1500 servers to the new campus. Along with up to 80 Graebel crew members per weekend and after regular business hours, Graebel successfully was the central source for this massive relocation. "The client was impressed with what Graebel could offer and we delivered. We worked the plan and consolidated vendors successfully and under budget. A huge win for Graebel" said Chris Marr, regional vice president at Graebel.

Because Graebel was tapped early in the planning process, the team introduced cost-saving avenues for the relocation project. A plan was presented to decommission the furniture and fixtures at the former headquarters. Through eco- and recycling efforts, Graebel provided value-add to the client, and saved the company nearly \$90,000. As a true single source solution, Graebel partnered with respected eco-recycling firms and liquidators to remove the unwanted furniture, fixtures and equipment (FF&E).



This client's data center, which included servers and rack cabinets relocated in November. The transition of all lab equipment and contents for approximately 1100 employees office and cubical spaces, 33 common room areas furnishings, 150 Corporate-owned framed art and photographs, and 80 award plaques took place in December. Decommissioning would begin 30 days later and wrapped up in March.

The technology client plans to partner with Graebel for its other moving needs following the well-executed relocation to its corporate headquarters. What started as a hypothetical relocation to new headquarters resulted into a comprehensively planned and executed 3-phase relocation and the decommission of facilities, Graebel delivered on its prime principle – Commitments Made. Commitments Kept.®



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