



# Bank of Ireland

## Case Study



Bank of Ireland moves to new premises with ease thanks to assistance from PTS Consulting

### The Client:

Bank of Ireland Group is a diversified Financial Services Group with market leading positions in chosen domestic markets and niche status in other selected markets. Bank of Ireland was established in 1783 and has its headquarters in Dublin employing 16,000 staff group wide. It is the largest Irish bank by total assets and a highly rated Irish listed financial institution.

### The Challenge:

Due to a building lease expiry, the London branch of Bank of Ireland took the opportunity to consolidate its client facing staff from 3 sites to a single new site in the City of London. The Bank was fortunate to acquire space in new build premises next to the beautiful Bow Bells Church on Cheapside. The relocation to the new 70,000 sq ft premises would require the migration of 400 members of staff from three departments: the Corporate Banking Group; the Global Markets Trading Team and, the Business Banking UK Group. The new premises were spread over 4 floors including Dealers Floor, Executive Meeting Rooms and Reception and General Office Area.



Since the business had to continue functioning as normal, there was also a tight weekend migration schedule to adhere to, to ensure that no time was lost. PTS Consulting was engaged by Bank of Ireland to manage the move implementation and ensure that all employees could be migrated smoothly as part of the overall Relocation programme. Acting as Bank of Ireland's Move Management Consultancy partner for the Relocation, PTS Consulting's role would involve close communication and liaison with the Move Coordinators and the coordination of the workstreams to form a migration delivery team.

### The Solution:

Prior to the move, PTS attended regular Facilities Management user meetings where the service solutions were discussed and agreed with the Move Coordinators. This allowed PTS to build up familiarity with the key staff contacts as well as gaining an understanding of the final service offering. PTS oversaw the change control process by supporting, developing and managing occupation of the user schedules. PTS was also asked to coordinate the various workstreams involved in the final project delivery to form a single Migration Team so that information was shared effectively and version control in the user schedules maintained. The Move Management programme ran over three weekend phases with a break weekend in between each. PTS Consulting provided floor-walkers on site during every move phase to ensure that the migration ran smoothly. The first phase involved the Corporate Banking Group. The second was the Global Markets trading team and was scheduled over a bank holiday weekend to allow for



system testing. The final move was the Business Banking Group UK, which involved over 70 metres of filing being changed from one system to another. PTS Consulting also distributed a post move questionnaire and provided a helpdesk for post move support whose role was to answer staff queries, distribute registered issues to owners in the migration team, and provide resolution updates. PTS Consulting also project managed the removal contractor, allowing the Bank of Ireland project team to focus fully on the high level project objectives.

### **The Benefits:**

The Bank of Ireland was able to draw on the PTS Consulting's relationship and Move Management expertise to ensure that the migration went smoothly with no disruption to business as usual. PTS Consulting's ability to communicate at all levels of the business helped ensure that all possessions and filing for every employee went to the right place in the new premises on line with the move schedule. Key features of the project include:

- Move Management of 400 users from 3 sites into a single new site over 3 weekends
- Close coordination with the Facilities Management team to ensure Move Management activities were integrated into the overall Relocation programme
- Provision, management and change control of the user schedules
- Packing instructions and FAQs for staff prior to move
- Availability of specialist PTS Move Management Consultants to answer staff queries during the move
- Helpdesk to take post-move queries

### **The Verdict:**

PTS Consulting supported Bank of Ireland before, during and after the migration to its new premises, making sure that the people move was fully co-ordinated with the overall Relocation.

Joe McMahon, Programme Manager (London Office Strategy) for Bank of Ireland commented: *"I was very impressed with PTS Consulting. It was a very professional organisation. PTS has a deep knowledge of high-profile Relocation projects and this showed. Thanks to PTS Consulting's Move Management assistance, the move to Bow Bells house went incredibly smoothly. Everything went as planned and was completed on time. The benefits of having PTS Consulting experts were that they could co-ordinate all the migration workstreams on our behalf and deal with any user enquiries on site - leaving us to focus on the project at a more strategic level."*

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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)*