



Lloyds TSB

Case Study

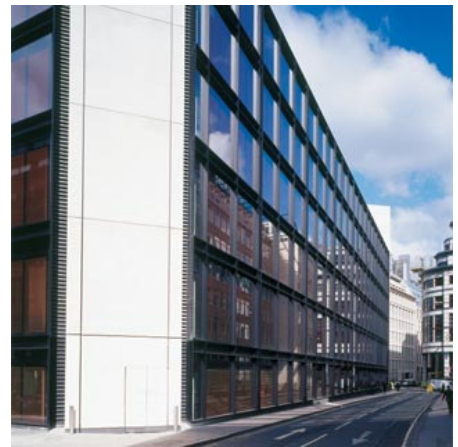


Lloyds TSB employee relocation programme a success with support from PTS Consulting's Move Management service...

The Client:

Lloyds TSB is one of the biggest names in Financial Services. With operations across the UK and overseas, millions of clients throughout the world rely on the Group every day. Lloyds TSB's Wholesale and International Bank (Lloyds TSB W&IB) is one of three business divisions within the Lloyds TSB Group.

Lloyds TSB W&IB is as diverse as it is successful, offering a full range of Business and Corporate Banking services alongside a series of specialist operations located across the UK and around the globe. With a well-earned reputation for superior relationship management and an uncompromising dedication to superb customer service, it constantly strives to better understand its customers' needs and provide highly competitive products to meet them.



The Challenge:

As part of a corporate reorganisation, the London based operation for Lloyds TSB W&IB was asked to restructure parts of its offices in Gresham Street to accommodate new teams being developed. PTS Consulting's brief was to project manage the move implementation, develop and manage activity and user schedules and ensure the mobilisation team worked cohesively in line with a detailed move communication strategy and plan.

The project would consist of relocating some 420 users onto new desks between five locations and between two of Lloyds TSB W&IB's critical IT platforms.

Paul McDonnell, Head of Property at Lloyds TSB W&IB explained: *"We asked PTS Consulting to support our move management programme to ensure a seamless transfer as these teams manage high value client relationships where service is paramount. We needed to move the users over to their new desk locations and onto the correct IT systems quickly and efficiently without any disruption to customer service levels."*

The Solution:

Prior to the relocation, PTS Consulting worked at Lloyds TSB W&IB to gather essential data on the move from technical documents, floor plans and the people that made up the mobilisation team at Lloyds TSB W&IB. From this, PTS Consulting was able to create a detailed plan to follow both before and throughout the duration of the move. Using



specialist move management techniques and procedures, PTS Consulting engaged with the 10 move co-ordinators to create easy to follow work platforms and user schedules broken down into 18 move phases over a number of weekends.

All phases of the move were communicated to the parties involved to ensure that all people and resources were migrated at the right place at the right time. It was particularly critical that users were migrated onto the correct IT systems depending on the needs of the specific business units. As well as the provision of email and basic office applications to the users, Lloyds TSB W&IB also needed to maintain access to specialist financial risk management and CRM systems. During the move itself, PTS Consulting provided an onsite Project Manager at weekends to ensure all ran according to schedule in line with client expectations.

The Benefits:

Lloyds TSB W&IB was able to draw on PTS Consulting's IT and relationship expertise. A particular advantage was that PTS Consulting's ability to operate and draw information from multiple levels in the business. In this way, PTS communicated with both the professional move team and the users to manage the move effectively in line with expectations. Specific benefits of the project to Lloyds TSB W&IB included:

- 18-phase move management programme over 6 weekends
- Relocation of 420+ users between 5 locations and between different IT systems
- User IT migration onto specialised financial risk and CRM systems
- Ongoing co-ordination with client move management team
- Realistic management of end user expectations with ongoing communication plan
- Onsite Project Management to reduce risk of schedule interruption

The Verdict:

Paul McDonnell, Head of Property at Lloyds TSB W&IB commented: *"With PTS Consulting's help, the Lloyds TSB W&IB reorganisation has gone very well. PTS Consulting's strength was that it was able to take the information and requirements that Lloyds TSB W&IB had and quickly translate it into a tangible plan in line with our needs. PTS was able to communicate with a diverse range of people throughout our business to ensure their needs were fulfilled on a number of different levels and that the move programme ran on time, to budget."*

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 330 staff in the Americas, EMEA and Asia-Pacific. www.ptsconsulting.com