

AWA Project Round Up

An update of recent projects undertaken by AWA

Many of our clients insist on strict confidentiality in relation to projects so we are unable to identify many of the great organisations we have recently worked for, however we have set out the nature of the projects to indicate AWA's capabilities.

Banking –

IT Organisation – c.3,400 staff : c.2,700 workstations

Advanced Working Exploration, Implementation and Change Management

AWA's client regards this project as the single largest implementation of Advanced Working in Europe. AWA initially undertook detailed studies across the organisation to define the number of people the building would accommodate and the type of workstyles that would be most appropriate for each sub-community; developed business, staff, technology and building requirements; and assisted in selling the proposed concept to key decision makers. AWA worked as an integral member of the project team shaping the design, programme and processes. As change managers, AWA designed and delivered an effective behavioural change programme which successfully prepared staff for the change to Advanced Working. AWA have undertaken post-occupancy studies and have advised on tools for managing 'in-flight' implementation such as workplace booking systems and capacity management information systems.

Property Company –

Head Office reorganisation c.300 people

Advanced Working Exploration, Implementation and Change Management

The headcount of one of the UK's largest property holding and investment companies was growing and their London Head Office was coming under increasing pressure. The company had a choice to take more space near their Head Office to accommodate their growth with the effect of splitting their organisation and risking its cohesion, or to apply Advanced Working to increase the occupancy of the existing building to accommodate planned growth as well as avoiding the need to disrupt the organisation. AWA undertook a range of studies to define the workstyles, space, business and technology needs articulating the results in a Workplace Proposition that was subsequently accepted for phased implementation. AWA worked with business unit leaders and the project team to integrate the behavioural change programme with the office refit to bring about a successful implementation.

Investment Banking –

Operations, Technology, Risk, Legal, Finance Functions. c.5,500 people.

Advanced Working Exploration

Our client's business was experiencing substantial growth. AWA were invited to undertake studies in a number of units totalling some 5,500 staff to establish the opportunities to apply Advanced Working and Workplace principles in order to increase team and individual effectiveness and accommodate more staff. AWA delivered studies, engaging with leaders from each organisational unit, which identified significant opportunities, which are planned to be implemented within a new building during early 2009. AWA have been appointed to the project as advisers and change managers.

For further details or a confidential discussion about an initiative you may be considering, please contact **Andrew Mawson**, AWA's Managing Director on **+44 (0)20 7743 7110** or **[email amawson@advanced-workplace.com](mailto:amawson@advanced-workplace.com)**

IT Industry – New Building c.600 People

Advanced Working Change Management

Our client, one of the worlds leading software companies wished to implement their organisation's own branded model of Advanced Working. Appointed as behavioural change managers and project advisers AWA designed and facilitated a change programme of workshops which is currently being implemented in support of the client's planned occupation of the new work environment in July 2008.

Investment Bank – IT Operation c.75 staff

Advanced Working Pilot

Our client, one of the worlds leading investment banks, wished to trial Advanced Working concepts within its London and New York IT operations. AWA were invited to work within the pilot as project advisers and change managers to the London project. AWA developed a clear 'proposition' utilising the client's existing data, working with IT and Corporate Services professionals, and have used the proposition within a behavioural change programme to prepare staff for the change. The pilot included free seating within the office along with the provision of new quiet and project spaces. Ad-hoc home working up to 2 days a week was also included. AWA have since been responsible for monitoring the programme and capturing learnings to be embraced within a further roll-out.

Financial Services – Call Centre – 500 people

Briefing and Change Management

Our client wished to relocate staff to a new Call Centre some 5 miles from their current location. There was concern that some staff might leave as a result of the change. To get staff involved in taking ownership for their new base, AWA designed and facilitated an innovative process involving a team of Champions from the Call Centre in undertaking research. Surveys, internal research and external visits were used to capture feedback and ideas using video as means of recording and sharing the findings. AWA worked with the Champions to produce a video brief as well as a more conventional documented brief which was used to guide the design. AWA led a number of design workshops with interior designers to ensure that the brief met user requirements and worked with transport specialists to overcome perceived weaknesses in the transport infrastructure. The client has reported that there has been minimal attrition due to the move and that staff are looking forward to their new workplace.



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Transforming the Workplace

When to call AWA

When you want to work with an objective, independent partner that understands how businesses and workplaces really work together.

Workplace – When you...

- are running out of space, thinking about a new building or locations, have impending lease expiries or want to reduce space costs.
- have heard your CEO say he wants to use the workplace to change the culture of your organisation.
- want to work out how to rationalise your property portfolio taking on board Advanced Workplace concepts and innovative thinking.
- are thinking of implementing Advanced Workplace concepts such as Flexible Working or New Ways of Working in your organisation and need a consultant with a track record to can manage the programme from start to finish to manage the change.
- plan to acquire a new building and want to know how much space you really need to meet current and future business demands given emerging workplace trends.
- want take a scientific approach in assessing the needs for a new workplace and provide a brief to guide the work of your interior designers and agents.
- want to develop an innovative property strategy to meet your future business need.
- want to assess how well your current workplaces really work and how to improve them.

Work - When you...

- have embarked on a Flexible Workplace programme, but need help with changing the 'hearts and minds'.
- want to implement 'Home Working'.
- want to explore relocation to new locations, regions and geographies.
- plan to change practices and processes and need help with change management.

Workplace Management - When you...

- want an independent assessment of your Real Estate and Facilities organisation in relation to current and future needs.
- want to develop a strategy for your Real Estate and Facilities organisation.
- want to develop an FM strategy for a new building.
- want to develop your leadership, interpersonal and 'soft' skills within your support services operations.

Research - When you...

- you need to know about how other companies are dealing with new initiatives and legislation.
- you want to understand what best practices major corporations are adopting to improve their performance.

What we do:

We help large organisations get the most from their workplace investments, practices and management.

- **Advanced Working:** A way of working that uses IT to let people and organisations choose the best places, times and ways to work both in and out of the office.
- **Advanced Workplace:** A workplace scientifically designed to give people and organisations the right spaces to do their best work and the services, technology and practices to support organisational flexibility.
- **Advanced Workplace Management:** The structures, processes and skills needed to maintain and consistently deliver an effective workplace experience at best cost.

Services

■ Strategic Workplace Portfolio Planning

Portfolio Review: We work out the optimum amount of space and the locations needed to sustain your organisation into the future.

Migration Planning: We work out the fastest way to migrate to your optimum property portfolio.

New Building Briefing & Support: We work out the detailed requirements for individual buildings and work with the professional team to select the right one for you.

■ Advanced Working Transformation

Exploration: We work out the appropriateness of applying Advanced Working in your organisation and present the 'case for change' to business leaders.

Culture Change: We design and manage behavioural change programmes to prepare people at all levels ready for the change to Advanced Working

Implementation: We co-ordinate the design of the workplace, work practices, tools and technology needed to deliver the Advanced Workplace.

■ Strategic Workplace Management

AWA are one of the only remaining independent UK consultants capable of providing objective strategic advice about Workplace and Facilities Management Strategy.

Facilities Management - Strategic Review:

We review existing Facilities Management arrangements and make proposals for strategic improvement.

Workplace Management Transformation: We design, manage and deliver change programmes to improve the performance of Facilities Management operations.

Contract Review: We review existing Facilities Management outsourcing arrangements and competitiveness and make proposals for improved performance.

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