

24/7 CALL CENTER & OVER 1,000 EMPLOYEES RELOCATED

LEADING COMPANY LEAVES BEHIND FOUR FACILITIES FOR 11-STORY MODERN HQ

CASE STUDY



Among the 'Fortune Top 100 Companies to Work For,' this client designed its new headquarter building with an open concept floor plan that would promote collaboration with creativity and energy. After the massive renovation to a downtown Las Vegas historical building, this large online retailer selected Graebel to relocate its headquarters. Consisting of almost 1,500 employees, the company moved from a four building campus to a state-of-the-art 11-story building.

THE CUSTOMER

Online retailer with nearly 1,500 employees and ranked among the 'Fortune Top 100 Companies to Work For' in 2014.

PROJECT SCOPE

The client already outfitted its renovated historic building in Las Vegas with new furnishings. Therefore, the project scope incorporated the relocation of select office and computer equipment and personal items of nearly 1,500.

PROJECT GOALS

To complete work within the six-week timeframe, on weekends and various days and times for the largest department, and to enforce extra precautions that would result in zero employee disruption end-to-end.

WHY GRAEBEL

Graebel had an established single source service solution platform in place for commercial workplace and global mobility services management for the parent company of this client. World-class results led to the selection of Graebel to help with the high-profile headquarter relocation.

THE CHALLENGE

Highly focused on customer service, the client's customer care department works around the clock. In order to relocate the employees' property and office equipment in this group, the relocation would take place on different days and at all hours of the day and night.

THE SOLUTION

During the weeks leading up to the headquarters relocation, Graebel and the client's facilities managers worked closely to ensure a smooth move. The relocation was designed to take place in phases for various departments starting with the information

technology group and moving the largest department, customer care, at the conclusion. Every detail of the six-week relocation was meticulously outlined with all activities planned per phase and day of the week.

Extensive informative pre-move packets were provided by Graebel and distributed to each employee by a designated client move captain. Each move captain was a member of one department for each phase and acted on behalf of the facility managers as the single point of contact for their department's employees. This unique procedure was put into place to streamline the process and to ensure that the employee's needs or questions were addressed on the spot.

(Solution continued and Results on next page)

The concept of creating an open concept work environment has been a trending way to collaborate and perform business in the 21st Century. The open office was originally conceived by a team from Hamburg, Germany, in the nineteen-fifties, to facilitate communication and idea flow; and today, seventy-percent of all offices now have an open floor plan according to a recent article in *The New Yorker* that referenced BOSTI Associates' rigorous six-year nationwide study of over 10,000 individuals across 100 companies.¹



So that employees could pack their personal items on Friday and start work the following Monday morning, phases one through five were performed by Graebel in two 24-hour shifts starting on Friday evening through Sunday night.

Depending on the schedule for the phase and/or day, the Graebel crew for each phase ranged from six to 25 people with one to four trucks.

Safety always comes first at Graebel and during the earlier phases of the relocation, certain areas within the new building were under construction and classified as a construction zone. Graebel required its crew members to always wear hard hats and safety glasses while moving items into the historic building in Las Vegas.

The new building received a complete makeover and included new office furnishings, however some supplementary items from the origin location were requested at the new building.

Graebel responded by moving the following:

- > Ping pong tables
- > Artwork including statues
- > Filing cabinets
- > Book shelves

This client required its employees to disconnect, then reconnect their computer equipment therefore, step-by-step instructions were provided in their move packets. Graebel packed and transferred each person's computer equipment and personal items, positioning the items according to the plan in the new location.

The largest department was relocated in the final phase due to the complexity of the 24/7 scheduling of the customer care group. For this reason, a plan taking into account the employees' days off was requested to avoid surprises or delays.

Because of this intermittent schedule, Graebel was required to move items of the employees who were not working during the working hours of others – oftentimes in the middle of the night. The majority of this department's employees spend their time responding to customer's needs on the phone. Because of this sensitive situation, to eliminate disruption to employees, Graebel took extra measures to ensure that items were moved as swiftly and as quietly as possible.

THE RESULTS

The relocation of all offices and the nearly 1,500 employees' items were moved with precision by Graebel and in accordance with the client's non-traditional 24/7 working schedule.

Today, this client's employees have a new place to call 'home' which was completely designed to contribute to its philosophy of team collaboration and cross-pollination of ideas and workflow in an open, unconventional environment. New furniture, movable desk solutions, gaming stations, a coffee shop, yoga studio and more are in place in addition to the host of items moved successfully by Graebel.

As a testament to the client's award-winning culture, on a regular basis during each of the six phases, employees went out of their way to thank the members of the Graebel team for their professionalism and help with the relocation.

The open concept work space is often deliberated by facility management executives that attend Graebel-hosted regional commercial roundtables. For more information, about this case study or details about upcoming roundtables, contact your local Graebel representative today.

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