



# Financial Times

## Case Study

FT Headquarter refurbishment delivers state-of-the-art IT infrastructure and flexible working...



### The Client:

The Financial Times, one of the world's leading business news organisations, is recognised internationally for its authority, integrity and accuracy. Providing extensive news, comment and analysis, the newspaper is printed at 23 print sites across the globe, has a daily circulation of 410,928 (ABC figures, May, 2009) and a readership of 1.3 million people worldwide in print and online. FT.com is one of the world's leading business information websites providing an essential source of news, comment, data and analysis for the global business community. FT.com attracts 11.4 million unique users, generating 82.2 million page views (ABCe figures, March 2009) and now has over



1.2 million registered users. The FT family of companies also includes fund management information provider Money-Media, recruitment site Exec-Appointments and Financial Times Business which produces specialist information on the retail, personal and institutional finance industries, including the UK's premier personal finance magazine Investors Chronicle, The Banker, Money Management and Financial Adviser for professional advisers.

### The Challenge:

FT has 1,500 members of staff based at its 140,000 ft<sup>2</sup> Headquarter premises at One Southwark Bridge in London. In 2005, the business decided that it wanted to refurbish the entire building along with its IT infrastructure. The new IT infrastructure needed to be capable of supporting the introduction new VoIP technology. The renewal and refurbishment of the premises would provide an improved and flexible working environment for all 1,500 users, also allowing the integration of a further 200 people to the existing workforce, that were to move from existing FT premises in the City. It was not only important to ensure that the refurbishment project would meet all of FT's strategic objectives on time and to budget, but that all project work was carried out in a 'Business As Usual' environment. With project completion scheduled for 2009, users at FT would need ongoing access to critical data as the company had to continue functioning on a 24x7 basis throughout the refurbishment. PTS Consulting was recommended by previous clients - FTSE and The London Stock Exchange – to help project manage the refurbishment implementation, along with the design and installation of the new IT infrastructure.

Jon Wright, Project Director at the Financial Times explained: *"The FT UK Headquarter refurbishment project had several objectives: to provide an enhanced state-of-the art environment and IT infrastructure for our workforce; to reduce costs spent on premises elsewhere; and, to adopt flexible working methods throughout the business. We employed PTS Consulting to help manage the refurbishment and IT implementation since its Consultants are experts in their field."*



## The Solution:

**IT infrastructure design:** Design of the FT's new IT infrastructure was of extreme importance since the migration to the new network and equipment would happen gradually. The infrastructure had to link with the FT's existing back-end equipment and allow the FT to embrace new VoIP technology. The FT also required connectivity to two DR sites to provide secure back-up and resiliency. PTS Consulting helped plan the design of the Central Equipment Room; the Server Equipment Rooms, and, the Structured Cabling system. New hot-desk drop-down bench areas were incorporated into the design to support new collaborative working methods.

**Project and Programme Management:** PTS Consulting's Project Management role involved overseeing the installation of the new infrastructure and facilities, liaising between the Facilities, IT, Mechanical and Electrical and Professional Teams. PTS Consulting's involvement also extended to the creation of a comprehensive "Professional Team Information" document for all members of the Project Team to use and follow. Due to the complexity of managing swing space and staff moves in a BAU environment, rigorous day-to-day project procedures, processes and reporting were put in place to ensure deliverables could be fully met.

The physical facility and technology moves required continuous engagement with the business. The 140,000 ft<sup>2</sup> building was divided into 18 areas over 6 floors encompassing all business functions – from Finance to Journalists and the Editorial teams. Communication between PTS Consulting and all levels of the business will help ensure that the differing expectations and needs of all internal departments are accounted for. By the end of the project in 2009, approximately 4,500 user moves will have been completed along with the refurbishment of all internal departments and public areas including lift lobbies, reception areas and dining rooms.

Jon commented: *"Of paramount importance at this stage in the project was the move of the FT's Critical Production Department. This department is vital to the business since it manages production of the printed newspaper, as well as the electronic version, FT.com. We just could not tolerate any loss of connectivity for this department. PTS Consulting thus developed an in depth implementation plan for this particular area – with extra resilience built in. With PTS Consulting's help, the IT implementation for this area was tested meticulously before the switchover was made, making the transition to the new system seamless."*

**Move Management:** PTS Consulting also conducted a feasibility study on the use of alternative property as swing-space. This allowed the FT to compare the benefits of reducing the project programme to the investment required whilst making sure that that the swing space used could adequately meet FT's business environment and IT requirements.

## The Benefits:

Jon said: *"It was the best decision made on this project to involve PTS Consulting - working with them was great from start to finish. The Headquarter premises have quite literally been transformed from a 1960's building into an environment with state-of-the-art technology. The FT's workforce is now more motivated due to their improved surroundings. The business has reduced its costs by moving out of its old premises and we are also now able to adopt flexible working practices."*



#### The main features of the project included:

- Refurbishment of 140,000 ft<sup>2</sup> Headquarter premises for 1,500 users
- Ongoing liaison between the business and the Professional Team members to reduce project risk in managing swing space in a BAU environment
- Design of IT infrastructure to support convergence and VoIP technology
- DR connectivity and integration with back-end CER systems
- Rigorous Project and Programme Management for day-to-day project control and delivery of objectives in line with expectations and budget requirements.

#### The Verdict:

With PTS Consulting's help, the FT will see the refurbishment of its entire 140,000 ft<sup>2</sup> headquarter premises whilst its 1,500 users continue to work in the premises, full time. The new IT infrastructure will allow the FT to embrace improved working facilities, VoIP technology and flexible working methods.

Jon concluded: *"The FT UK Headquarter refurbishment is a pioneering project for the Pearson Group in terms of improving the way we work. Following PTS Consulting's assistance with this first project in London, we've now got three other similar transformation projects planned for other locations around the world."*

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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)*