



Charles Russell London

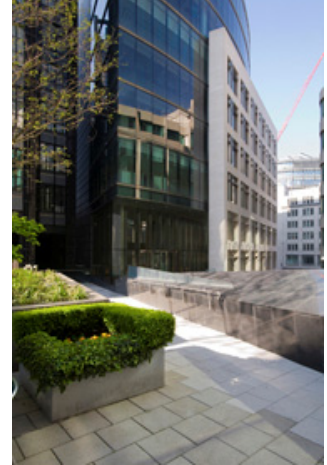
Case Study



Hands-on Project Management is order of the day for top legal firm Charles Russell to achieve a high quality user environment in high status premises

The Client:

Charles Russell is a top 50 full service law firm. Its clients range from international, FTSE and AIM listed businesses, to private companies, governments, not-for-profit organisations and private individuals. Although its clients are diverse, its approach is always the same. Charles Russell seeks to develop relationships with its clients, understand their needs and deliver a quality service. Charles Russell is headquartered in the City of London and has regional offices serving East Anglia, the Thames Valley, the South East and West of England. It also has an office in London's Mayfair. In addition to these six offices in the UK, it has overseas offices in Manama, Bahrain and Geneva, Switzerland.



The Challenge:

To accommodate continued growth in the business, Charles Russell was planning to relocate 450 members of staff into seven floors of newly constructed premises at 5 Fleet Place London into a total floor area of approximately 87,000 sq ft. The new office would become Charles Russell's principal office in the City and its UK headquarters. It was imperative that the new office was fitted out to a high standard to reflect the firm's strong position within the London legal sector. The new building was expected to provide a high quality work environment for Charles Russell's Partners and employees, whilst also conveying a positive image to clients. Having already worked successfully with PTS Consulting to establish Charles Russell's new office in Bahrain, PTS was appointed to provide additional Relocation Project Management expertise for the Fleet Place building. PTS' remit was to ensure that all aspects of the IT implementation and migration phases were co-ordinated and that the internal team and selected suppliers delivered their individual IT packages to timescale within the overall programme. Since the project would coincide with Charles Russell's corporate year end, the IT had to be moved in tight timescales before the annual corporate freeze period.

Lee Hanley, IT Director at Charles Russell explains: *"The technical side of the Relocation was a considerably sized project in itself. Our managers were very involved managing BAU in their own spheres during the project and just wouldn't have had the necessary time to devote to project managing the relocation. The clock was ticking and we needed to get our project programme up and running quickly. We had already reviewed the IT infrastructure that was in place and had identified what improvements we wanted to make, however, we had no experience of relocating to a building of this size and I knew that we couldn't achieve what we wanted to without help. This is why we employed PTS Consulting's Project Management expertise."*



Aims and Objectives: In terms of the IT aims and objectives for the new premises, Charles Russell wanted to introduce new video conferencing capabilities as a significant number of internal meetings are run this way. The firm also wanted to improve its wireless networking to allow hot-desking, extend 'follow-me' printing for the users, and use the opportunity provided by the project to undertake a desktop software refresh. Other objectives included improving the firm's multisite DR connectivity, WAN resiliency and increasing the LAN efficiency, segmenting the traffic flow between floors to achieve better network management and reduce costs.



The Solution:

By engaging with Charles Russell and all members of the project team, PTS Consulting was able to review and develop the existing IT programme into more granular detail and to establish a project heartbeat for the IT Relocation. PTS Consulting was quickly able to build a project governance framework that included: risk and issue control; management reporting; task and programme development; accountability and ownership of deliverables; and, co-ordination of team meetings.

As the IT Relocation Project Manager, PTS Consulting was able to identify the priority of where the skills and effort were required and to make sure that the correct balance was captured between time spent planning activities and time spent directly co-ordinating the project on site and giving hands-on technical advice and assistance. The actual user migrations were managed over three weekends with 100 users in the first phase and then 175 users in the second and third phases. PTS Consulting was able to benchmark the progress of each weekend phase, to determine whether the migration programme was to schedule and reaching its milestones. At every hour, PTS tracked progress and generated reports and statistics to provide the Charles Russell Management with a holistic view of the ongoing activity and project progression.



Lee commented: *"PTS Consulting was a big help in the practical day-to-day management of the vendors and overseeing the solution delivery. PTS had a good understanding of the process for getting services into a new building and was able to mitigate the potential risks that we faced. PTS was persistent in chasing things up and overseeing things to smooth the process through. We just didn't have the time ourselves to spend on all the issues that needed management attention and due to the complexity of the implementation, it could have easily put the project at risk if it wasn't for PTS. PTS delivered all of the onsite management, ensuring all the process documentation was in place and there was no slippage in the timescales. PTS provided the Project Management assistance and methodology for the rollout and managed the risks and snags to make sure that we stuck to the plan."*



The Benefits:

Key benefits of the PTS Relocation project management work delivered to Charles Russell include:

- Project Management for the IT Relocation of 450 employees into a new 87,000 sq ft headquarters premises in the City of London
- Review of existing IT programme and development of a detailed migration plan
- IT vision translated to substantiated objectives that could be achieved within the project timescale
- Project governance and project heartbeat established to ensure communication between all internal and external members of the project team and accountability for deliverables
- Balance delivered between project office direction and hands-on management and technical guidance on-site
- Benchmark reporting to provide senior management with high level visibility and an overview of project progression

The Verdict:

PTS Consulting was able to provide Project Management support exactly where Charles Russell needed it during the critical implementation and migration phases of its Relocation. PTS was also able to deliver important advice for Charles Russell regarding the management of the end-to-end project lifecycle, identifying that co-ordination of the design team at the earliest phases of the project is vital to make sure that all IT objectives are accounted for and delivered.

Lee Hanley, IT Director at Charles Russell concluded:

“Having PTS Consulting working as part of our team has been a good experience. The IT Relocation project went really smoothly and working with the PTS Consultants was exactly as we expected following our experience in Bahrain. All the Project Management skills and qualities that we identified on paper that we needed at the outset of the project were what we got from PTS. Time on these projects can run away with you and PTS was a critical factor in achieving our deadline and objectives.”

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 more than 70 countries and 250 cities and employs 330 staff in the Americas, EMEA and Asia-Pacific. www.ptsconsulting.com