



# MOVING IN

Yorkshire Building Society empowers employees with new workplace environment



## SERVICES

- Client Computing
- Local Area Network
- Video and Voice Communication
- Collaboration
- Supply Chain Services
- Integration and Migration

## USER EXPERIENCE

- Better collaboration
- Flexible workplace

## BUSINESS IMPACT

- Faster decision-making
- Better user experience

## BUSINESS OUTCOME

- More productive users
- Supported future growth

## OBJECTIVE

To cater for steady growth, Yorkshire Building Society decided to open a new office building in Broad Gate, Leeds. With an empty shell to work with, the organisation wanted to take advantage of the opportunity to establish a dynamic workplace environment that would maximise employee productivity and satisfaction. Its IT and property teams had just 100 days to equip the new facility.

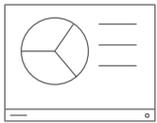
## SOLUTION

The building society partnered with Computacenter to design and deliver a new workplace environment including thin clients and IP telephony to enable hot-desking, collaboration solutions and digital signage. Computacenter also helped migrate 750 users to the new site, provided training and is responsible for supporting the new technologies on an ongoing basis.

## OUTCOME

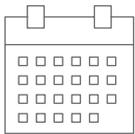
Delivered on time, to budget and with the required 'wow factor', the new workplace has received overwhelmingly positive feedback from employees. The new facility encourages greater collaboration, provides a better employee experience and maximises resources and productivity. It will also support Yorkshire Building Society as it continues to grow.





# 1,000

users based  
at Broad Gate



# 100 days

to equip new offices



Establishing an environment that enables people to work together more effectively and make faster decisions was one of our key objectives.

**Scott Robinson,**  
**Desktop Services Manager,**  
**Yorkshire Building Society**



## OBJECTIVE

### Kitting out a new office site to enable users

Yorkshire Building Society has steadily expanded over the last five years through both organic and acquisitional growth. Scott Robinson, Desktop Services Manager at Yorkshire Building Society, comments: "The majority of staff were based at four offices in Bradford, but these sites didn't offer much scalability. To cater for predicted staffing levels for the future, we needed more office space."

In May 2013, Yorkshire Building Society decided to consolidate its Bradford sites, and replace three offices with an entirely new office at Broad Gate in Leeds that could house up to 1,000 people.

With an empty shell to equip, the organisation took advantage of the opportunity to create a facility that would maximise staff productivity and satisfaction.

"Yorkshire Building Society is focused on delivering the best possible people experience for its employees, and we wanted the new office to reflect this with the latest technologies and support for flexible working," explains Scott.

To make the most of the available space, the organisation was keen to create a dynamic environment that enabled hot-desking and encouraged greater collaboration with informal open plan meeting spaces. "Establishing an environment that enables people to work together more effectively and make faster decisions was one of our key objectives," adds Scott.

Once the move was announced, the building society's IT and property departments had just 100 days to equip the new facility with the relevant IT, communication and collaboration solutions before staff migrations began.

## SOLUTION

### A dynamic workplace environment

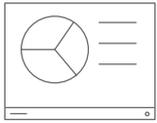
As Yorkshire Building Society already worked with Computacenter to support its workplace technologies, the IT services and solutions provider was the natural choice of partner to help equip the new site.

"Computacenter has been a trusted partner for five years and its breadth and depth of capability meant we didn't need multiple suppliers to assist with the different aspects of the office relocation," explains Scott.

As part of the project, Computacenter was responsible for designing and delivering:

- A desktop environment that would enable hot-desking
- IP telephony
- Collaboration solutions
- Digital signage

Computacenter worked closely with the building society to assess its workplace IT needs before recommending a thin desktop solution based on 180 HP devices. As well as helping to select and supply the IT hardware, Computacenter was responsible for building, configuring and installing the solution.



12

screens for  
meeting spaces

Computacenter was pretty much part of our internal team throughout the project. Computacenter worked closely with the IT and property teams focusing on exactly the same goals.

**Scott Robinson,**  
**Desktop Services Manager,**  
**Yorkshire Building Society**



The new desktop environment enables users to access their own desktop and applications from any device using just their username and password, and is combined with an IP telephony solution that is also designed for a dynamic environment. Scott explains: "Computacenter equipped all deskspaces with handsets that enable users to retain the same extension number and access their personal phone directory regardless of where they are seated."

### Enabling collaboration

To encourage employees to work together more, Computacenter worked with the building society to create meeting spaces equipped with collaboration technologies such as video-conferencing, telephony and large format displays.

Computacenter provided the screens for 12 meeting spaces, plus an additional 12 units for digital signage. These are used to share corporate messaging throughout the building, but also show IP television in kitchen and lounge areas.

"As part of our efforts to provide a good experience for employees, we've implemented screens in communal areas that will show popular events, such as the World Cup, during breaks and after work," says Scott. "By providing well-equipped kitchen and lounge areas we will also encourage employees to take a proper lunch break away from their desks."

### Empowering users

With all the necessary technologies in place within the 100-day deadline, Computacenter then helped Yorkshire Building Society relocate 750 members of staff to the new office over a nine-week period.

To help employees understand what to expect, Computacenter set up a fully equipped 'model office' that staff could explore prior to the move. It also provided user training, floor-walking and helped produce user documentation around the new phone system and devices used for flexible working.

"Computacenter was pretty much part of our internal team throughout the project," explains Scott. "Computacenter attended all our internal meetings, contributed to strategic discussions and worked closely with the IT and property teams focusing on exactly the same goals."

Computacenter is responsible for supporting the new site as part of Yorkshire Building Society's existing managed services agreement.



The new site at Broad Gate will enable our employees to work more productively and has garnered greater enthusiasm.

**Scott Robinson,**  
**Desktop Services Manager,**  
**Yorkshire Building Society**



## OUTCOME

### A better experience for employees

The workplace transformation project was not only delivered on time and to budget, but also provided the ‘wow factor’ that the building society was keen to provide for employees moving to the new site.

“We’ve had overwhelmingly positive feedback from members of staff and senior management on both the migration process and the new office,” says Scott. “We’re very proud of what we’ve achieved, and the partnership with Computacenter has been key to our success.”

With the migration completed in November 2013, Yorkshire Building Society now has an office that:

**Encourages greater collaboration:** Equipped with spaces and collaboration solutions that help people get together more easily – either face-to-face or virtually – the new site will enable faster decision-making.

**Provides a better employee experience:** With the latest technologies Yorkshire Building Society has created a space with a community feel that aligns to its vision and values around providing the best possible employee experience.

**Maximises resources and productivity:** The dynamic nature of the environment means that the building society can comfortably house more employees in a smaller space while supporting flexible working models that optimise staff time. With extra desk space factored in, the facility will also support the building society as it grows.

Following the project at Broad Gate, Yorkshire Building Society is continuing to work with Computacenter, using the same blueprint, to upgrade its head office in Bradford. The project is due for completion in October 2014.

“The new site at Broad Gate will enable our employees to work more productively and has garnered greater enthusiasm,” says Scott. “Now we’ve established a dynamic and motivating workplace environment at one key site, we’re keen to ensure that all our employees can benefit from the same technologies.”

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## ABOUT YORKSHIRE BUILDING SOCIETY

Founded in 1864 Yorkshire Building Society has grown to become the second largest building society group in the UK, with 231 branches, 4,100 employees and assets of approximately £33 billion. The Group provides savings, mortgages, insurance and financial advice and share dealing services for around 3.5 million members. As a mutual building society, the group has no external shareholders and is owned by and run for the benefit of its members.

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## MORE INFORMATION

To find out more about our workplace services and read more customer case studies, log on to [www.computacenter.com](http://www.computacenter.com)

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