



REDEFINING THE WORKPLACE

Computacenter helps UBS complete a London campus consolidation programme and create a new, transformed workplace environment

SERVICES

- Support & Maintenance
- Supply Chain Services
- Life Cycle Management

USER EXPERIENCE

- No loss of user productivity during migration
- Improved agile working and collaboration
- Enhanced working environment.

BUSINESS IMPACT

- New IT infrastructure deployed on schedule
- Key milestones and objectives met

BUSINESS OUTCOME

- Reduce costs
- Support workplace transformation

OBJECTIVE

When Swiss banking giant UBS opened a new flagship office in central London, it needed to relocate approximately 6,000 front and back office employees from seven different sites to the new building. At the same time, it decided to radically transform the workplace, reducing offices and providing agile working areas with thin clients for almost all employees. The move had to be seamless to safeguard productivity and revenues, particularly for its trading operations. With ambitious timescales and the new site still under construction, the bank needed a reliable partner to help equip the office ready for occupation.

SOLUTION

As the bank's incumbent workplace support and service desk provider since 2011, Computacenter was a natural choice for UBS. In 13 weeks in summer 2016, Computacenter deployed hardware to nearly 6,000 desk and break out locations at the bank's 5 Broadgate building. The Computacenter team collaborated closely with the construction firm and worked out of hours to meet such deadlines. It also provided on-site floor-walking support before and after the deployment to help users adjust to the new IT environment, as well as ongoing hardware support. Following the relocation, Computacenter helped decommission the old UBS offices, removing 20,000 hardware units and 60 lorry-loads of unwanted materials for re-use and recycling to comply with the bank's zero landfill objective.

OUTCOME

UBS successfully completed its office relocation and vacated its previous premises on time, minimising disruption to users and revenues, while avoiding financial penalties. The new working environment empowers employees to work more flexibly and supports greater team collaboration. As well as providing a better user experience and increasing productivity, the standardised technology, which is barcoded, will simplify support and reduce operating costs for UBS.



Computacenter was flexible, proactive and pragmatic, ensuring that aggressive timescales were achieved without any loss of productivity within UBS."

Ashley Davis,
Managing Director, Technical Services,
UBS

