

SEVERN TRENT

SITUATION

A Senior Project Manager was seconded onto the Client's existing team to ensure the successful delivery of the first of a number of high profile property re-organisation projects.

SABIAN'S INVOLVEMENT

Severn Trent's head-quarters are being relocated from Birmingham to Coventry as part of a multi-disciplinary and multi-million pound re-organisation of the business. The Customer Relations team also needed to relocate its Call Centre operations to Coventry from Birmingham to boost performance and delivery. The Customer relations operation is a sensitive and important part of this FTSE 100's customer focused organisation and had specific and rigorous performance requirements. Sabian were chosen to establish and lead a team of industry experts to successfully deliver the project.



OUTCOME

The challenge for Sabian was to manage the process through the complex Utility Industry regulations and work with a relatively property-inexperienced client. Once their requirements were understood a property was surveyed and recommended from a large number that were available. A delivery strategy was formulated that met agreement with many internal stakeholders to ensure the public funded organisation was delivering the new development within legislative guidelines e.g. procurement regulations. The design and cost stages followed in a short timeframe with a traditional competitive tender for the construction phase.

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A complex mechanical and electrical installation was introduced to enable the high tech call centre to be created but the fit-out installation was delivered with a 'light footprint' to minimise carbon emissions and reduce cost and future decant operations. The project was delivered with significant budget savings through proper risk and change management control and the delivery met with the Customer Relations team's satisfaction.

CLIENT TESTOMONIAL

"I would like to thank you and Graham Woodhouse for the work you have carried out on Waters Court. As you know, Tony Wray the Chief Executive, Mike McKeon the Finance Director, and a number of the Executive team visited the site on Monday. They were all impressed with the quality, the look and the feel. Conscious that it has been your task to bring all the moving parts together to deliver this successfully, it is a credit to you and Graham, and Ted Pearce (Director) and I are very grateful to you."

Bryan Hemmings, Senior Property Manager

PROJECT VALUE

£2.06 m+

PROJECT DURATION

8 months from inception to delivery

