



**centrica**

CASE STUDY

## IT RELOCATION-AS-A-SERVICE

MANAGED SERVICE HELPS  
CONNECTED HOME MITIGATE  
THE RISKS INVOLVED IN  
COMPLEX OFFICE MOVES



**Creative ITC**

# EXECUTIVE SUMMARY



**The great thing with Creative is they own the process throughout and always deliver.**



**Giles Howland**

*Head of Connected Home (Hive) IT Digital Technology Services*

**centrica**



## CHALLENGE

Plan, design and implement critical office moves with minimal expense and least business downtime



## SOLUTION

IT Relocation-as-a-Service, protecting against disruption and the cost of missed revenue and lost productivity



## RESULTS

More agile IT model to relocate people in matters of weeks

Seamless migration with zero disruption to staff and customers

Re-usable design template for simplifying future office moves

## CHALLENGE

Centrica Connected Home solutions help customers manage their energy use through market-leading products like the Hive smart thermostat. With a 12,000-strong workforce and surging uptake in mobile apps, the company's grown rapidly both domestically and abroad, where it plans to invest £500 million developing new capabilities.

In the UK, it was time for a rethink of the company's real estate strategy. Having outgrown its Rathbone Place HQ in central London it decided to relocate to nearby Bloomsbury Way. With no time to lose, a bullet-proof migration plan was needed.

"Office moves are stressful, especially with business applications that must work from day one for over 500 staff," says Giles Howland, Head of Connected Home (Hive) IT Digital Technology Services at Centrica. "As a small team we couldn't allow anything to go wrong. Being able to draft in extra resources with vast expertise from Creative ITC was hugely reassuring."



## SOLUTION

To guarantee a smooth transition, Connected Home chose [IT Relocation-as-a-Service](#) from Creative.

Thorough planning was vital. Drawing on industry best practice, Creative engineers audited the company's IT estate, prioritising infrastructure based on business criticality. A survey of the new site established optimal positioning for servers, storage and wireless access points. This information, along with other equipment such as printers, cable runs and floor boxes, was captured on detailed floor plans. Leaving nothing to chance, a solid disaster recovery plan was designed so services could be rolled back or spun-up on-the-fly.

Those requirements were fed into a new IT architectural design. "Creative came up with a validated template," says Giles. "It captured

configurations and standardised hardware and software, while recognising that users in our Leicester R&D centre had different needs to colleagues working in HR and finance at head office. This allowed room for growth and became our new corporate standard."

Finally, Creative oversaw a tricky deployment at Bloomsbury Way – managing service windows, change requests, health and safety checks, and systems testing and acceptance. Much of that work was done over weekends and at night. Due to time pressures any new IT equipment had to be purchased off-the-shelf or loaned by Creative to make sure the business was up-and-running straightaway.


## RESULTS

IT Relocation-as-a-Service helped Connected Home de-risk and accelerate the planning, design and implementation stages of its move. A significant side benefit was making its IT estate easier and less expensive to manage going forward.

The company's investment in the managed service paid back in other ways too. "We grew by another 200-plus people and, with the Bloomsbury Way office at full capacity, had to decant staff to a building in Aldwych," Giles explains. "The groundwork we'd done with Creative, like a re-usable corporate IT template, made the process much easier. We'd planned the move, submitted the budget and were ready to go in just four weeks."

Along with a stress-free business relocation, Connected Home was able to offset the costs with savings on rent and obsolete IT equipment retirement. However, the benefits of IT Relocation-as-a-Service aren't just confined to office moves.

As part of a network refresh at the company's Rathbone Place office, Creative helped completely redesign two comms rooms, re-siting servers, racks, cooling and cabling hidden under a raised floor. Another successful project that demanded out-of-hours support to assure zero business disruption. "The great thing with Creative is they own the process throughout and always deliver," concludes Giles.



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Head of Connected Home (Hive) IT Digital Technology Services

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Expanding companies need support that grows with them. IT Relocation-as-a-Service provided **challenge-beating resources** and **expertise**.  
On-demand and without limit.

Use of IT Relocation-as-a-Service assured **smooth** and **seamless moves** between premises with **peace of mind** for Connected Home people.



Creative ITC

To learn more about Creative and the solutions featured in this case study, visit **creative-itc.com**



enquires@creative-itc.com



+44 (0)845 533 2186



creative-itc.com