

GMA Case Study

Real Results 01

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Pressure Office Move



the client

Evans Randall is a privately held investment banking and private equity group specialising in alternative asset investments. Formed in 1993 they have arranged and / or invested in approximately US\$35 billion of transactions around the world and have experience of operating across a range of jurisdictions including the UK, USA, Canada, Australia, New Zealand, Ireland, Germany, the Netherlands, Belgium, France, Bermuda, Guernsey, Jersey, Malta, Luxembourg, Bahrain, the UAE and Saudi Arabia.

Evans Randall invests and co-invests in commercial real estate and has acquired property totalling almost £4 billion (US\$6 billion) within the last 5 years.

the challenge

Evans Randall had planned a relocation project moving from serviced offices in the centre of London's West End to the other side of Piccadilly. The plan was to move into sublet offices which meant there was a party to liaise with as well. The offices were empty and required a complete communications installation including all data and voice connections to the outside world. A brand new telephone system with support and a backup system was needed, as well as the relocation of the existing network.

The challenges were varied. Due to the nature of the move and the delay in exchanging contracts for the new premises there was only six weeks in which to complete the project. With the



GMA have the in-house skills to design and implement true business systems where voice and data converge.

small, but real, possibility of the deal falling through the purchase of equipment and services was left as late as possible and contingency plans were put in place to anticipate the short lead times and the strong possibility of third party suppliers failing on deadlines.

Don't just take our word for it!

"There was no question of us not being up and running on Monday morning after the weekend move, although all the odds seemed to be against us. However thanks to the hard work and contingency plans put in place by GMA, all workstations and servers were in place and operational and telephone lines were functioning normally."

(Delia Madden – Executive Assistant of Evans Randall, responsible for office move coordination)

the project summary

- IT strategising
- Office move with existing infrastructure
- Communication links installation managed with contingencies
- Software telephony system
- Project management
- New infrastructure
- Remote and onsite support
- Backup solutions and DR planning
- Mail archiving solution

the project



GMA were responsible for project managing the whole IT element of the project, which involved liaising with several third parties.

Regular meetings and conference calls were specifically designed to keep all concerned on top of their actions as it was recognised that failure to complete one action would have a serious knock on effect on the rest of the project. The first task was to order the communication feeds. Fortunately, the firm who were subletting to Evans Randall already had a feed into the building direct to the

communications room, so we chose to speak with their existing supplier and after some expert negotiation Evans Randall placed an order to fast track the installation.

The list of hardware and software required for the installation was purchased but the main part of the installation was the telephone system. GMA recommended a 3CX telephone system which uses the latest technology in software telephony. Once the order had been signed off GMA began to purchase the equipment

and configure it in the office lab before taking it to site.

However all was not well.

Evans Randall had purchased an ISDN30 and two leased lines when the communications company announced they were about to fall short on their deadline commitments. Failure to do so would result in serious financial implications for Evans Randall as staff would be effectively helpless without communications. At the same time as ordering the leased lines and ISDN30, GMA recommended that Evans Randall should purchase two ADSL lines as a backup. This advance planning paid dividends to the project.

As the telephony solution was a VOIP (Voice Over Internet Protocol) system GMA were able to install SIP trunk technology on to one of the ADSL lines to get the phone system working over the internet connection. This meant that on the day the new office opened, if the main communication lines failed there was a temporary working solution until the main lines were activated. This proved to be an invaluable move and GMA can be credited with good forethought and technical expertise in managing such contingencies.

Within a week after the new office opened all main communications were up and operational and the whole project was complete.

“Evans Randall have been a customer for 9 1/2 years and this is their third office move overall. It’s good to work with a business and see them grow over time and know that we have been part of that process working closely with them as their IT department.”

(Greg Micallef, MD of GMA)



The Gherkin is a significant part of Evans Randall’s portfolio.

“GMA was involved in every aspect of the move and planned for every contingency, most of which ended up being required by the time everything was complete. Despite the complexity of the move, our downtime was remarkably low and GMA’s integration into the process was seamless.”

(David Binder – Director of Evans Randall, responsible for IT)



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