

CASE STUDY

Comtec Enterprises relocates the travel guide giant Lonely Planet

In October of 2007 BBC Worldwide acquired a 75% share in Lonely Planet, pledging to uphold Lonely Planet's commitment to independent travel, trustworthy advice and editorial independence.

BBC Worldwide is the main commercial arm, and a wholly owned subsidiary of the British Broadcasting Corporation (BBC).

Today Lonely Planet has offices in Melbourne, London and Oakland with over 500 staffmembers and 300 authors. The company is still driven by the philosophy in Across Asia on the Cheap: 'All you've got to do is decide to go and the hardest part is over. So go!'

The Challenges

Lonely Planet decided to relocate its entire London office to a new building on City Road approximately 3 miles. The purpose of this relocation was to update its offices into a more modern setting. Rachel Woodhead, Relocations project manager and the primary contact for this relocation oversaw the pre planning of this complicated move and also the build of the new office.

Comtec were chosen for this relocation because they offered a comprehensive office move package. Partnering with Able Removals Comtec were able to project manage the entire office move including all of their IT equipment and infrastructure, desks, chairs, filling equipment and user data/ peripherals. Comtec were the main contact for all Lonely Planet's requirements.

Because the new office was still in its build phase, Comtec needed to liaise with all contractors to make sure that Lonely Planet were up and running in their new office on the required date.

The Solution

With the help of Able Clearance, Comtec Enterprises relocated 70 users from site to site. This relocation took place over a weekend ensuring no downtime. The task for Able Clearance was to move all furniture into the specified positions according to a floor plan devised by Lonely Planet.

Able Clearance were also entrusted in re-housing certain furniture that Lonely Planet were not looking to relocate. Lonely Planet requested this to be re housed and Comtec were more than happy to do this as both companies have a green commitment.



“There were many factors to this relocation and we always find that when working with Comtec all relocations have a smooth transition due to the preparation in the build up phase.”

Trevor Terett, Managing Director, Able Clearance.

The task then for Comtec was to relocate all user IT equipment onto the corresponding desks, re-cable, power on and network test. Prior to the desktops being installed Comtec engineers had to reposition all comms room equipment into new racks, install two new UPS's (supplied by Comtec's Power team) and cable / power all equipment to ensure their network was up and running. Lonely Planet needed to guarantee that all of their users were up and running to begin work as normal on Monday morning.

The Results

This relocation was achieved over one weekend and the whole process from planning to completion took up to 6 days. It was not only Comtec's relocation team who were called in for this job but also the Power team who liaised with onsite M&E contractors to ensure they had the correct size power feed into their comms room and the cooling that was supplied was sufficient enough for their comms equipment enabling future scalability.

In addition, Comtec's Gold accredited Avaya engineers were also asked to re-programme their VoIP System. This was something that the customers had not planned for and Comtec carried this out with only 12 hours notice.

As a whole Comtec were able to offer solutions to all the clients planned and unplanned requirements. This was valuable to the customer as they had nothing to outsource to additional firms at short notice. This eliminates the risk of other companies charging over priced rates for urgent engineering work.

“Comtec's engineers were friendly, efficient and resourceful and I wouldn't think twice to use them again.”

Chris Duffield, IT Manager, Lonely Planet

About Comtec

Comtec Relocations is a leading IT relocation service provider, specialising in relocation of IT equipment for small offices through to large data centres. We offer a comprehensive set of services to support customers move their mission critical IT infrastructure providing piece of mind and minimum downtime. Our IT relocation services can be tailored to your specific needs whether it is a fully project managed data centre relocation or a simple office move.

Minimising disruption and ensuring business continuity is critical during the relocation of your IT facilities. We understand IT is a precious asset and must be moved quickly, yet with precise care. Choosing Comtec for your project you can be sure that your IT relocation will be in the safe hands of qualified professionals. We provide IT relocations for organisations in both the public and private sector.



Visit www.comtec.com/relocations
or call **0845 899 1400**
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