



MSPSL

Case Study

Project
Management
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Research
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25 and 33 Canada Square

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Client: Citigroup

Role: Best Practice Change Management

Citigroup's European General Services provide "soft" facilities to the European Corporate Estate. This assignment comprised a number of distinct elements:

Programme management for the provision and/or transfer of reprographic; audio visual; telecommunications, mail and messenger services; catering and vending and reception services concurrent with the relocation of some 4,000 staff from premises across London to the new corporate Headquarters at Canary Wharf.

Developing and establishing good practice procedures and processes to deal with internal churn, project management and move management and promulgating them through the client organisation.

Close down and retirement of all "soft" facilities in vacated buildings.

Liaising with end-user business units and, with them, developing changes to their business practices to take advantage of opportunities created by the move including increases in efficiency and productivity, new technologies and "smarter" working.