

## commended: successful projects bbc academy, london

BBC required a project manager to deliver a refurbishment and fit-out over four floors to provide new training facilities for the BBC Academy at the White City building in London.

The scope incorporated the consolidation of various BBC Academy training facilities into one building. This included the creation of 24 training rooms, a radio studio and cubicle; TV studio and control room; 4 avid suites and VCS/IT training room, apparatus room; office accommodation and relocation for 120 staff (including break-out spaces and meeting rooms); plus audio visual and construction enhancements to an existing auditorium.

The facility was to be available prior the expiry of the lease at the previous office location and all moves had to be completed during the month of August 2009 so as not to infringe on business continuity. The Academy conducts 5,500 training room days to over 22,000 delegates annually.

Capita Symonds' project management team has taken this project from inception through to practical completion, delivering this project on time within a challenging programme of 11 months.

The moves were made up of existing traditional spaces into 'flexible' working and training environments equipped with modern technology to an agreed acoustic specification covering 3,500sqm floor area.

All training rooms were equipped with audio visual systems with the installation of over 1,000 data server points, 114 additional floor boxes, and over 100 analogue and VoIP telephone handsets with the necessary under floor cabling and containment required for operation.

Capita Symonds' team has delivered the BBC Academy project within an occupied building with minimum disruption to the other users while managing enabling moves out of the project space – described by the BBC Senior Performance and Contracts Manager as 'The Invisible Project.' The stakeholders included a wide range of personnel, ranging from governance representatives, building service providers, other building users, customers and the project team.



*"The BBC Academy move project from MHS and ELS may have been the quiet one that just happened with little fuss! This is undoubtedly due to the extreme professionalism of the overall Project Management of Capita Symonds. Always acutely aware of client requirements, they were experts in finding a way through the various obstacles to produce an excellent looking space with everyone working well within it."*

Nick Hall, BBC Academy

Capita Symonds provided a 'one stop shop' for the client in relation to both the construction elements of the project as well as all of the operational issues associated with the move of the BBC Academy into different premises.

We exceeded expectations in providing project management services that were tailored to the specific needs of the client while ensuring not to interrupt existing occupants within the building. In focusing on each requirement of the training facilities, customer driven changes to the scope were conducted at various stages of the project.

Capita Symonds had to make the necessary adjustments to the cost schedule to make room for these changes by using value engineering techniques and managed to stay under budget at project completion.

The project took place in a heavily used building with a strong need for business and broadcast continuity. This required strong relationships to be built with the numerous stakeholders involved with the project.

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*"Thanks to Capita Symonds hard work and that of the teams around you we have achieved everything we set out to, with minimum disruption and pain for all involved. As I talked to colleagues throughout the day, many of them have commented on how efficient the move was and what great facilities we have moved into - which is an amazing achievement."*

Rob Alcock, BBC Academy

With excellent customer feedback received from the client, Capita Symonds continues to build on these relationships to benefit the efficiency and effectiveness on project work at the BBC.

**NOMINATED BY:**

Richard Peers, London

### keys to success

- Careful planning and research to deliver a technologically challenging project with no loss in service provision
- Inclusive programme management which involved understanding the dependencies of each client user to enable the transition to new facilities to be seamless
- One stop shop approach in managing the requirements of all stakeholders in relation to both operational and construction issues
- Understanding the transformation vision of the client and ensuring leading the coordination and delivery of services to meet it
- Being flexible to customer driven changes and using project management skills such as value engineering to keep the project on budget