

Computing upgrade delivers increase in end-user productivity and rapid return on investment



CB Richard Ellis is the world's leading commercial real estate advisor. With over 29,000 employees in over 300 offices in more than 50 countries, this respected international enterprise has more consultants advising more customers than any other property firm. Its European, Middle East and Africa (EMEA) operations alone have more than €10.6 B of property investment assets under management. The UK operation has over 1,500 in 11 offices around the UK and including Jersey.

Customer Comment

"Kelway's planning and execution was meticulous, resulting in a smooth and timely upgrade project. We were kept fully informed of the status of the upgrade at all times which was reassuring."

CTO, EMEA
CB Richard Ellis

Issues & Challenges

- › Range of operating systems and different versions of the same applications creating communication issues
- › Legacy hardware increasingly unreliable
- › Poor business critical application availability reduced employee productivity
- › Large technical team required to fire-fight tactical issues
- › Need to build an up-to-date and comprehensive Asset Register

Kelway Solution

- › Build a consistent and reliable IT environment through a large scale upgrade of CBRE's end user computing
- › Detailed audit of current computing environment – hardware, software (+ versions)
- › Upgrade pilot undertaken to test all applications in the new system configuration
- › Personal visit to every employee to ensure all data backed-up

- › Rebuild of existing infrastructure and integration of around 400 new desktops
- › Overlap of old system availability for several days with new systems to ensure no data lost
- › All new computer assets tagged and details recorded in central database along with audit data for entire IT estate
- › Focus on project management to ensure minimal disruption to the business

Results & Benefits

- › Increase in end user productivity
- › Rapid return on investment
- › Up-to-date, reliable, fully configured equipment and systems reduced time and cost of technical administration
- › No disruption to the business, positive staff response to the project