

# Accommodating Business Growth

Established in 1834, the Harrods department store located in Knightsbridge is known as a symbol of quality and exceptional customer service throughout the world. Less known are the other business in the Harrods Group, including Harrods Estates, Harrods Aviation and Harrods Bank. The latter has quietly thrived for over 120 years and continues to grow thanks to strong demand for its services in personal banking, business banking and bullion sales.

In fact, growth has been so successful that the 100 staff stretching resources at the bank's Basil Street office were moved to the more spacious and modern facilities of an existing Harrods building in Hammersmith. As with any office move, logistics had to be planned carefully to avoid disruption, guarantee availability of services and ensure business continuity.

## DoubleEdge Services Employed

- Phone system deployment
- Number porting
- Voice and data connectivity
- Install Cat 6 cabling
- Install Cisco Wifi Aps
- Provision of Conferencing and AV systems
- Deployment of Door Entry System and CCTV



## Rapid Relocation

With over 20 years experience of helping clients move premises and IT services, DoubleEdge received the call from Harrods Project Manager Gregg Colins to take on the relocation of a diverse range of services. Having worked with DoubleEdge on the introduction of new voice and data connectivity to Concessions in the Knightsbridge Harrods store, Gregg was confident that he had access to the skills and quality of service delivery essential to relocating without disruption and, above all, quickly (see the case study 'Harrods, the Need to Embrace Change')

The phone system, number porting and converged connectivity were transferred without downtime. This included the challenge of fixing all Cat 6 cabling between the system, server rooms and the Cisco wifi access points. Conferencing and audio visual systems were installed and the DoubleEdge team even extended their skills to installing building security, including door entry systems and a complete CCTV facility.

With all work completed within a record breaking 5 weeks, Harrods Project Manager, Gregg Colins commented: "We used DoubleEdge at the Knightsbridge store and it was clear at that time that these are people who take a caring and professional approach to their work which is difficult to find these days. That, combined with their experience in office relocation, meant that we were able to finish the project early and undertake a diverse range of work all from a single service provider."



See the related Harrods case study: 'Embracing Change'



VOICE



DATA



MOBILE



CONSULTANCY

## SERVICE EXCELLENCE

We believe that proactive, knowledgeable support from people who really care is at the heart of delivering performance improvement

**THAT'S THE DIFFERENCE WITH DOUBLE EDGE**

Tel: 020 3137 8460 | [www.edge-edge.co.uk](http://www.edge-edge.co.uk)

DoubleEdge Professional Services Ltd | 30 Artillery Lane | London | E1 7LS