

## **Case Study- Facilities Project Management/ Service Provider Sourcing**

Situation: A client 's CEO mandated the sales and marketing division's mantra as "Be agile and establish a footprint (presence) next to the customers before the competition". This required significant speed and flexibility for the acquisition and disposition of lease space – something not typically possible using a standard lease structure.

### Action:

- Sourced and negotiated with three leading providers of "immediate" space; Regus, Instant and ServCorp.
- Leveraged them competitively to reduce cost and improve incentives
- Developed preapproved terms for expediting agreements in every region
- Executed a global corporate agreement with Regus that standardized the format and the process for finding and commencing rental of space

### Results:

- Negotiated "Virtual Office Memberships" that allowed sales team to drop in and use furnished offices in every country on an as-needed basis as they traveled and visited with global customers
- Established a flexible, speedy alternative to the standard process of securing space, furnishing that space and hiring administrative staff - easy in/ easy out
- Improved sales division \$/SF and SF/ Person metrics by over 15% within 18 months
- Global corporate agreement included ability to terminate lease early in one location while applying remaining rent obligation to the commencement of another lease in a different location
- Sales team achieved execution of the CEO's challenge with ultimate flexibility, enhanced customer interaction and better cost efficiency