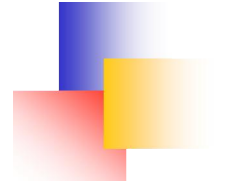




## Case Study London Transport Accommodation Strategy



progress, manage & learn

PML specialise in the provision of bespoke service orientated solutions within all business sectors and markets. Companies seeking to develop and improve both their performance and efficiencies utilise the services of PML within the following, inter-related categories:

- Integration
- Change
- People Management
- Performance
- Audit Services
- Ø **PROPERTY & FACILITIES**

### PML Group

34 Threadneedle Street  
London  
EC2R 8AY

Tel: 020 7256 2216  
Fax: 020 7374 2509

E-mail:  
[pml@pmlgroup.com](mailto:pml@pmlgroup.com)

URL:  
<http://www.pmlgroup.com/>

### Project Overview

A company as large and diverse as LUL understandably has conflicting practical needs and subjective requirements. PML worked hard to accommodate all user requirements and managerial needs. Potential strategies were illustrated and communicated to decision-making managers before any commitments were made.

A number of building restrictions proved challenging to the smooth running of the strategy implementation. Listed building status, lease provisions and capacity issues, were all managed in such a way so as to minimise impact on the end programme.

### The Service

Crucial to the success of the strategy was to understand the dynamics of the organisation and to plan the accommodation accordingly.

Armed with this information, PML coordinated the necessary migrations without detriment to the ongoing day-to-day working of the business.

Such large scale and dynamic change affected many people within LUL. It was necessary for PML to mitigate concerns of LUL employees by demonstrating empathy with those that were to be affected by the changes. Change itself was managed by means of effective communication, demonstrations of success through regular feedback, and by encouraging individual involvement in the process of change.

---

### The Value of PML

The strategy delivered total financial benefits of £55 million Net Present Value.

The quality of the facilities has improved and become more standardised, which has improved customer satisfaction.

As a result of phase two of the strategy, LUL now has accommodation that is both cost efficient and easily adaptable for future requirements. Within this phase of the strategy alone, we have helped to deliver benefits totalling £40 million NPV .

LUL found significant benefits in PML delivering the whole project without the need for additional working parties. PML's 'total property solution' approach provided a single point of contact for accountability and responsibility throughout the duration of the project.

---