

CASE STUDY : MOMENTUM NORTH EAST : CHANGE OF PREMISES



Momentum (formerly Rehab UK) are a registered charity operating throughout the UK, providing a service supporting individuals who have a neurological condition or brain injury. Their services include assessment, community rehabilitation and vocational rehabilitation.

Our Role

After supplying Momentum with IT hardware and project based consultancy over recent years, we learned that the lease on Momentum's office premises in central Newcastle was expiring and the management team had decided that alternative, more suitable accommodation should be sought. We were initially asked to provide new network infrastructure for the proposed new premises, as well as help move the IT hardware and install a new telephone system.

A brand new exciting Quayside development was chosen for the new premises; however after some legal issues it became clear very late in the project that their new offices would not be ready to take possession of until after the expiration of the lease on the current site. They required temporary premises and to have their ICT infrastructure moved and configured temporarily so that they could continue their business as normal. Using our extensive business contacts, we were able to help out by identifying a suitable temporary office suite and within 10 working days of making the introductions, we had overseen the move into these high quality temporary offices, ensuring that no break in the client's service level to their clients was suffered. During the process, we arranged for the client's telephone number to be diverted to mobiles, their faxes were diverted to their head office and the IT infrastructure was moved and operational on the same day.

Behind the scenes, once all of the client's legal issues with the new premises were sorted, our staff completed the works on the new network infrastructure and then once again, moved the entire infrastructure from the temporary offices into their new home.

All of this was done with a view to causing minimum disruption to their day to day business activities by performing the move as quickly and efficiently as possible.

Kim McMaster, Project Manager for Momentum North East says:

"We originally contacted Synthesis IT Limited to ask them to aid in the relocation of our IT equipment from our old office to our new office along with the installation of new phone lines and transfer of current phone numbers. From this moment we had their constant support which turned out to be extremely valuable when complications arose preventing us from moving into our new premises immediately as planned. They found us a temporary office accommodation and aided in transferring the company from one location to another with extreme ease and efficiency. Through out this move we have been in regular contact with Synthesis IT and have always received excellent standards of customer service, advice and support with technicians on hand to deal with any IT problems whether large or small. We look forward to moving into our permanent premises in the near future with the help of Synthesis IT and hope to maintain a long term working relationship with the company"