

Clearly in control

Barclays

FAULTS MUST BE IDENTIFIED QUICKLY

design

We aspire to be one of the most admired financial services organisations in the world, recognised as an innovative, customer-focused company that delivers superb products and services, ensures excellent careers for our people and contributes positively to the communities in which we live and work.



"Harp came in and took control of the project. They made the building works happen, got the contractors organised fully project managed the control room fit out.

The room and the technology were implemented as designed and promised. Any problems Harp sorted it.

I would recommend Harp to any body who is looking at doing a complete control room design or refurbishment. They are professionals to the nth degree."

*Ian MacDonald
Head of IT Operations
Barclays*

CASE STUDY

Challenge

Barclays wanted to create a centre of excellence for the IT community that supports all of the demands of the high street branch and the underlying IT infrastructure for ATM machines, cheque reconciliation and account balancing. The original environment did not inspire the team. The brief was to create a control centre that would give the IT team a sense of purpose and surrounding which reflected how important the IT centre is to Barclays core operations.



A review would have to be conducted on 'who did what and what information and services do they need to do that job'. This would culminate in a presentation of a full design study including 3D renderings and animated fly through. This would be the catalyst the IT group would use to convince Barclays Management of what they needed to do and why. The Control Centre would create a focus point for the IT team from which key monitoring information can be displayed on large screens showing what is important to Barclays smooth operation.

Once the design had been approved Harp would have a 6 week slot to gut the existing IT suite build new partition walls, change the console layout, re-decorate, install a new video wall and re-connect the IT machines ready for use.

Strategy

Doing the complete 3D rendered solution allowed design down to the smallest detail allowing complete design and build drawings to be generated well ahead of schedule. The plan was the key to ensure the fit out was completed on-time to specification. All of the specialist contractors were organised and allotted project slots. The whole coordination would be done by one of Harp's own project managers who have the unique skills of knowledge of the building trade and of the IT skills necessary to facilitate the project roll out.

Solution

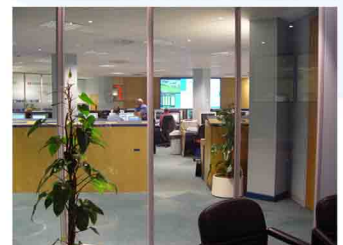
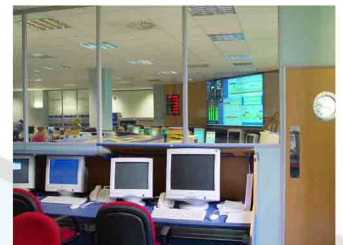
Harp was appointed prime contractor for the complete re-fit of the control room. With the design in place it was straight forward to show contractors what we wanted and how the fit out was going to work. Harp used known contractors for all of the building works which eased the working relationships and levelled expectations on both parties

With skill sets in both the building and the IT camps Harp could understand and solve any issues related to the installation. Video wall integration is one of Harp's core skill set's which was installed as the centre piece of the operations center.

Result

The control room was completed on time and to specification. Included in this case study are images of the 3D renderings that were done before the fit out and images after the job was completed. These show that in doing the renderings you really.

Not only does the operations centre look good it works well and has focused the IT team on what is important by showing the key processes on the video wall. It has also become a show piece to any of the guests Barclays may have on-site.



HARP

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