

BTMM Client Outcome: ProMedica – Toledo, OH

CBRE

Business Transition & Move Management for the Corporate Headquarters of a Large Healthcare System in Downtown Toledo



Key Information

Relocation of Corporate Headquarters and 28 facilities to 3 newly renovated facilities in downtown Toledo, OH

1,000 employees

7 Move Phases

Project Duration:
September 2016 – December 2017

Services Engaged

Business Transition & Move Management

97%
Employee
Satisfaction



The Challenge

- Manage a seven-phase move of 1,000 employees from 28 facilities spanning across two states into ProMedica's new campus consisting of three facilities in downtown Toledo, OH.
- Kept to a tight schedule during a challenging construction process involving substantial renovation of the three facilities; one being the historic former Toledo Edison Steam Plant, which was built out while maintaining the historic character.
- Performed decommissioning of furniture inventories of several buildings, allowing ProMedica to reuse furniture throughout their organization.
- Each phase involved complete pack and unpack of all employees with the assurance that each would be fully functional on day one.

Unique Solution / Exceptional Client Outcome

CBRE Business Transition & Move Management Services (BTMM) led ProMedica's internal team to develop a comprehensive move management plan including ownership assignments, deadlines and development of essential employee communication materials. With 28 origin facilities spread out across NW Ohio and SE Michigan, careful logistical planning was required to create a successful move phasing plan that would best utilize all resources involved. Communication was a critical aspect of this project requiring project team meetings, construction team meetings, facility visits and training sessions with team leaders and staff to ensure the project was kept on track and executed successfully. CBRE BTMM delivered a 97% end user satisfaction rating measured via our on-line, post move survey tool.

Client Satisfaction

Due to CBRE's clearly articulated and detailed plan, our office move was extremely successful. While there may be several choices in the market for move management services, we would strongly recommend considering CBRE if you are interested in a professional and successful outcome.

Robin Whitney, Senior VP, Real Estate & Construction
ProMedica