

# ■ CASE STUDY ■



Facilities  
organization **leads**  
**change** and  
**improves**  
**collaboration** across  
functions



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A facilities group had to plan a move and **new-build** of their 3000-person headquarters while at the same time implement a **new service delivery model**

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All facilities management would be outsourced and they would be working with an entirely new set of partners to design and deliver facilities services.



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They needed everyone operating from the same vision for service delivery; **collaboration** and **co-creation** were critical to **success.**



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We suggested that  
our client and their  
lead delivery  
partner **learn  
together.**



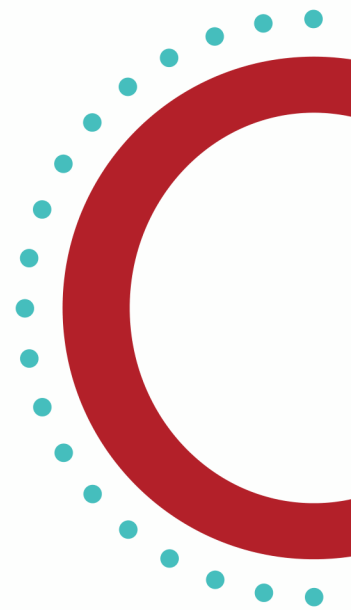
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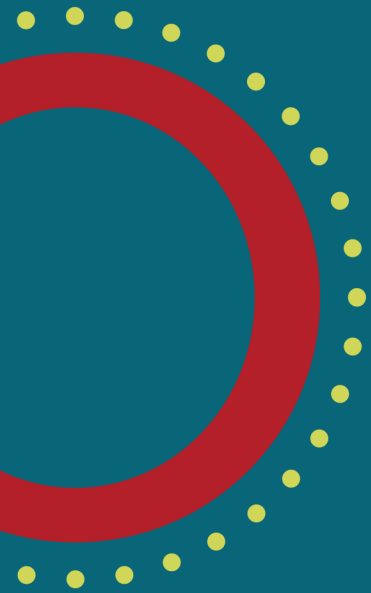
Using the  
**ThinkUP Framework™**, they  
developed the skills  
necessary  
**to lead change and  
collaborate** across  
functions and as business  
partners

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By including the lead delivery team from the new partner on training, **both organizations had a common process, language and tools** to keep them focused and thinking creatively in the right direction.





They delivered  
an on-time  
project that  
**exceeded**  
**expectations**





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