



World Travel Holdings

SUCCESS STORY

Relocating an office can have many challenges; and, without hard work, early planning, and communication, everyone involved feels the impact. When World Travel Holdings recently moved their Orlando branch office to a new location in Altamonte Springs, Piranha went above and beyond to make sure the cabling installation was as painless as possible.

SNAPSHOT

Company: World Travel Holdings

Location: Altamonte Springs, Fla.

Industry: Tourism & Travel

Project Type: Design and Install

Piranha Service Lines: Structured Cabling, Electrical and Audio Visual

Real Estate: New tenant build-out in an existing structure

Square Footage: 13,000

Timeframe: 2 weeks

Project Challenge: Quick turn-around

Takeaway: Every project challenge can be overcome with dedication, planning and communication.

"It was a big project on a tight timeframe, and they [Piranha] met all of the goals."

Mike Gee, Network Engineer

SUCCESS STORY

Boxes. Contractors. Employees. Schedules. Furniture. Infrastructure. ... Relocating an office can have many challenges; and, without hard work, early planning, and communication, everyone involved feels the impact. Recently, World Travel Holdings (World Travel) took on the moving monster when they decided to relocate their Orlando branch office to a 13,000 square foot location in Altamonte Springs. The new office would afford them a more central location and a better layout for their operation; however, this meant refurbishing the entire office suite and creating a new floor plan. In addition, they had to rip out the old voice and data infrastructure and install a completely new network.

World Travel put forth a Request For Proposal for the cabling; and, Piranha was ultimately selected for the

project. When asked why, Mike Gee, World Travel's Network Engineer, said, "First, the quote we received back from Piranha was complete and it met all of the specifications we had in the proposal. Second, it was on time. And third, they had some of the most aggressive pricing."

Piranha works on office relocations every day, so they're familiar with the challenges that companies can face. But, this particular install had to be completed in a shorter than normal timeframe. Mike remarked, "My biggest expectation was that we would get the work done within our very tight timeline, but quality was another big concern."

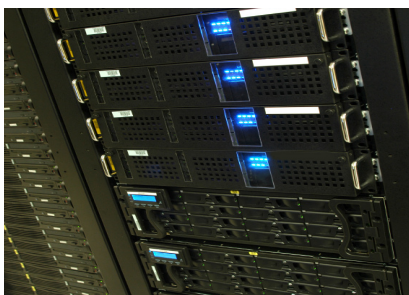
Toby Hammonds, the Operations Manager for Piranha, was determined to make the install smooth and painless, while still delivering high quality, reliable work that Piranha is known for.

“Planning needed to be done properly and the installation done cleanly. Dotting I’s and crossing T’s were very important to make sure we had it done right the first time.”

Toby’s technicians started quickly on the work. Their first order of business was to make some suggestions on how to label and lay out the cabling. Mike had done most of the planning and design, but the professional opinion was essential. He said, “They really stepped up to the plate on that.”

Next, cabling was installed for 200 workstations, each consisting of voice and data. They also completed some electrical and audio visual installation work. As straightforward as the project was, it still provided opportunities to test the Piranha team. And, Toby used communication and a hands-on approach to match up.

The first challenge was with numbering. World Travel had several independent data lines they needed installed, and were planning to have one voice and one data at each location. When Toby learned of this, he knew it would cause voice and data numbering to be unsynchronized. As such, he recommended keeping all of the data runs in pairs, which would result in a much more consistent and clean result.



Also, Toby took it upon himself to work closely with the other vendors involved so that World Travel would get exactly what they were looking for. When he

had concerns over the face plates for the workstations, he ordered a sample from the distributor, then made a special trip to the furniture manufacturer to ensure the style was a fit. Mike said, “They definitely assisted with the purchase of the proper equipment. That was key.”

Toby also worked directly with the electrical contractor to make sure the floor boxes were installed properly. And, he spent a great deal of time with World Travel’s in-house phone manager, with a focus on making sure the layout of the phone room was as efficient as possible.

All of this communication meant extra time for Toby, which he accepted with ease. Toby said, “I was out there a lot and made sure I was very heavily involved with project. I even stopped in on my way to and from work most days.” Mike agreed, saying, “We had Piranha employees here during extended work hours and all the way up to the weekend of the move getting the job done.”

“I had a good open line of communication with Toby and Nathan and then when I was on site there was a team lead that I worked with. They were very easy to talk to and communication was very good.”

Another challenge was when the tight timeframe became even tighter. The move-in date was moved up by a week; and, adjustments were happening on the fly. “Once we physically got into the space and saw how everything was laid out, there were a couple of additional changes and Piranha was able to take those changes very quickly and make them a reality,” said Mike.

“Problems were dealt with quickly and I was given solutions to problems versus just saying ‘here’s the problem, what do you want do?’.”

In the end, Toby’s time and effort paid off. The move was completed on-time, and World Travel was more than satisfied with both the communication and the result. When asked what he was most pleased with, Mike noted, “We never were really sitting around waiting to hear from Piranha on anything. It was an ongoing dialogue the entire time and it was always easy to get a hold of somebody.”



Piranha stayed true to their goal of making the install part of the move as easy and stress-free as possible. “If there was something he [Mike] needed, we were right there. If we didn’t have a solution right away, we found out what would be the most economical and got it installed,” mentioned Toby.

The quality was up to Piranha’s standards as well. Since the final day of the install, they haven’t needed to return to the job site for any fixes or to respond to any issues. The system is working as it should, and World Travel’s employees are seamlessly able to communicate with customers from their new digs.

“Everything came out better than I expected.”

World Travel Holdings SUCCESS STORY

To learn more, visit www.GetPiranha.com or call 407.299.8246.