

# CASE STUDY

## MOVE MANAGEMENT SERVICES



### HEALTHWAYS

#### Healthways - Chandler

Chandler, Arizona

*Healthways offers comprehensive solutions that improve well-being, decrease healthcare costs, enhance performance and generate economic value for their customers.*

#### SIZE

- 75,000 SF

#### PROJECT COMPLETION DATE

- June 15<sup>th</sup>, 2009

#### SERVICES

- Relocation Management
- Logistical Planning
- Communications
- Budget Development
- Physical Move Procurement
- Decommissioning
- Post Move Follow-up

#### PROJECT MANAGER

- Keith Morency

#### CHALLENGE

Provide CBRE Move Management services to Healthways for the relocation of approximately 350 employees to their newly constructed building in Chandler, Arizona. The project consisted of one newly constructed 75,000 Sq Ft facility and the decommissioning of two existing facilities. The challenge was to create and execute a plan that would have little impact on production for their 350 employees, and would bring the project in on time and under budget. All moves needed to be completed by June 15<sup>th</sup>, 2009 so Healthways would not have to pay an extension on their existing lease.

#### SOLUTION

CBRE Move Management worked with Healthways in creating a 3 Phase move plan to ensure all Healthways Colleagues would be moved to their new Headquarters location by June, 2009.

12 Healthways employees were assigned as Move Coordinators, to help in relaying all necessary relocation information to their departments throughout the move process. Weekly meetings took place between CBRE Move Management and Healthways to discuss changes to the move schedule and any open issues that could affect the upcoming relocations.

Apex Moving, who handled the Healthways Headquarters relocation in Nashville, Tennessee, was assigned as the move vendor, as they provided Healthways with the same move rates as they did on the Headquarters project.

A Move Database was created to ensure that every piece of information was gathered and provided for each vendor. A revised database was sent out on a weekly basis so that all vendors had the most up to date information.

#### RESULTS

Project was completed on schedule and under budget.

Healthways employees were moved over the weekend, reducing impact to their daily production.

All content crates and computer equipment were secured, providing employees with the assurance in knowing their items were not tampered with.

Moving crates from Rentacrate were used for the entire project, saving move time and money – due to preferred vendor pricing.

Post move survey results showed over 97% of Healthways Colleagues were satisfied with their move experience

