

# CASE STUDY

## ONNEC SUPPORTS GLOBAL BANK TO RELOCATE 1,700 DESKTOPS IN LONDON HEAD OFFICE FOLLOWING ACQUISITION

### AT A GLANCE

**Client**  
Global Investment Bank

**Location**  
London

**Summary**  
Desktop Moves Services – relocating approximately 1,700 desktops at bank's London Head Office.

### BACKGROUND

Our customer is a global investment bank and financial services company with whom we have had a 30+ year business relationship. Onnec provides Smart Hands and trader voice support as well as office moves and changes and large-scale data centre cabling projects in the UK. As a preferred Managed Services partner, we have more than 100 dedicated Onnec employees delivering services and projects for this investment bank across the globe. In London alone, Onnec's Onsite Support Team delivers around 2,000 desktop hardware relocations for the bank per year.

In the summer of 2023, our customer acquired a leading financial services company, and as part of this acquisition, the customer needed to relocate the newly acquired bank's staff into their London Head Office.

### ONNEC SERVICES

As part of our on-going Managed Services SLA for the bank, Onnec delivered the relocation of office hardware at the bank's Head Office, relocating approximately 1,700 desktops and creating space within the building trading floors to accommodate the arrival of their new colleagues. From planning and scheduling, through to execution and ongoing support, Onnec's Desktop Moves team worked seamlessly with the customer to provide the highest quality services without any impact to daily trading.

Head of Trading Floor Global Markets for the bank said "Creating space on the trading floor before the arrival of our new colleagues was not an easy task. However, the feedback received from the teams involved has been very positive, and more importantly, all the moves have been done without any impact to our critical business, which highlights the amount of planning and work that has been done behind the scenes."