



# PARTNERS IN EVERY SENSE

“PARTNERSHIP IS THE DEFINITION  
OF THE WAY WE WORK WITH CLIENTS  
AND WITH EACH OTHER.”





## Case Study



time talking to people about how the units and departments here were likely to grow. There was a lot of up-front strategic work done here first of all, and then we looked at choosing the right floorplate. Secondly, we addressed what the space should look like, and then third, we implemented that.'

'We did try to engage people and find out what they needed for their own departments,' Anna continues. 'People's requirements are essentially quite basic, and yet the building we were in didn't even service basic needs. We did want to get people engaged, feel like they had a bit of ownership and not make them feel that this was simply something that was happening to them.'

'The guys who have come over from the States really feel comfortable here, which is nice,' Katrina continues. 'It is important that the building reflected the heritage of BBH and yet it also reflects the forward-thinking ethos, the new technologies and new developments. We tried to mix the two seamlessly.'

We move on to discuss the implementation. Following a full tender process, Cameron Black was appointed to undertake the fit-out. 'We've been lucky enough to work with Katrina in a previous life,' Bob explains. 'So we knew exactly what was required in terms of quality and delivery. This was all about working as a team. One of the things we really liked about this project was that I don't think there was a single day when we didn't come into the project without a smile on our faces. We worked face-to-face with BBH and KKS, rather than through emails and telephone calls. I think that made a big difference – especially as we always came in loaded with Jaffa Cakes! We also turned the boardroom into a sample room, so everyone could see exactly what was being implemented here. I think everyone was constantly aware of where everyone else was coming from. Communication throughout was excellent – and it really was a great team effort.'

Great team effort = great results. There's a lesson for those Gallagher boys ●

▶▶▶▶ did we come back and say 'That's not what we're talking about at all!' There was a lot of collaboration and a lot of understanding. I also think a lot of my not-so-good ideas were subtly edited out of this final result!

Katrina, a former Mix profile 'victim', has a wealth of knowledge in both US company ethos and also BBH London. We ask her how much this helped the process here. 'Sure, knowledge of the US market helps,' she tells us. 'But the players here have changed from when we originally worked with BBH. It was important that we didn't come into this process with any

preconceived ideas – this is a different organisation. Our focus was really to take this as completely new beginning.

'For us, it was a challenge to get these guys from multiple floors onto one floorplate – and to get them talking to one another. I think that has been fantastic for the firm.

'I think that's something we shouldn't underestimate,' Richard takes over. 'We haven't just changed buildings – we've changed the way we work.'

'Change management was key here,' Katrina confirms. 'We spent a good deal of

### essential ingredients |

Client • **Brown Brothers Harriman & Co** | Fit-Out • **Cameron Black** 020 7636 8058

Interior Design • **KKS** 020 8528 1054 | Mechanical • **MJ Lonsdale** | Electrical • **Elite** | M&E • **Elite** | Joinery • **James Johnson & Pace Interiors**

Data • **SAS Global Services** | Audio Visual • **Audio Visual Machines** | Decoration • **PK Decorators** | Raised Floors • **Level 1 Raised Flooring**

Furniture & Task Seating • **Steelcase** 0207 421 9000

Blinds • **Levolux** 020 8863 9111

Flooring • **Crown Flooring** 020 7538 2732

Ceilings • **BPC Interiors** 020 7613 5885

Folding Wall • **London Wall Design** 020 8391 8750

Glazed Partitions • **Clestra** 0208 773 2121