



### Business Challenges

- | Global customer base
- | Remote international offices
- | Engagement at executive level
- | Fast and effective communication

and scalable data network which, together with new audio visual conferencing equipment, would facilitate real-time communication between offices.

Premises in London's Essex Street were extensively redeveloped for the company. The central core of the building was demolished and replaced with a new structure. Capacity was increased by 38% to more than 24,000 ft<sup>2</sup>. Notwithstanding the scale of the development project, it was essential that the building was commissioned and ready for use in January 2010.

Kevin Gibbens, head of group property services at Charles Taylor Consulting managed the project. Chorus Group was appointed main contractor but Kevin, having been highly impressed with Admiral's support on other projects, insisted that Admiral be given the opportunity to meet data and audio visual needs.

**Admiral Group helped international insurance experts Charles Taylor Consulting complete a multi-million pound redevelopment of their new city offices. High speed, error-free data transmission is provided via an extensive fibre optic network whilst state-of-the-art audio visual systems help Charles Taylor Consulting communicate more effectively with global business partners.**

Charles Taylor Consulting is a leading international insurance consultancy. The company, which employs in the region of 1000 people worldwide and in 2009 turned over in excess of £96 million, provides specialised insurance advice to a global client base. Services include loss adjusting, insurance mutual management funds and run-off insurance.

To extend relevant and timely guidance to global customers, Charles Taylor Consulting keeps a finger on the international pulse. The company has 49 offices around the world. Maintaining fast and effective communication between its own offices and the offices of its international clients is critical to the day-to-day business operation.

**"We insisted on Admiral. They get the job done on time and within budget, preempting and alleviating any problems."**  
**Kevin Gibbens, Charles Taylor Consulting**

A new data network would need to encompass seven storeys of the new building. Patch rooms would be required to arc data to all floors. Extensive audio visual conference facilities would be required in the boardroom, 12 individual meeting rooms, 6 executive offices, staff and reception areas and in the company's emergency response room.



When the company redeveloped their London offices in 2009, one of the prime concerns for the company's senior management team was to establish, within the new building, a robust

### Issues and Opportunities

- | Relocation to new premises
- | Provide high bandwidth data network
- | Establish conferencing facilities
- | Improve client communication

Insurance consultancy relies on **Admiral** for fast and effective communication

## Admiral's Solution

- | Fibre-optic data cabling
- | Integrated multi-media technology
- | Video conferencing facilities
- | Simple touch-screen operation



**"Admiral's integrated data and audio visual technology allows us to communicate more effectively with our international client base."**

**Kieran Maloney, Charles Taylor Consulting**

Admiral installed more than 50km of Cat.6 LOSH UTP cabling, establishing a fast gigabit network that suited the building layout and which met the client's operational needs. Wherever possible, cabling was laid within flooring panels but in some areas, such as the basement where space was restricted, the cabling was channelled into concrete.

The main comms room is located on the ground floor of the building and serves remote cabinets on the second and fourth floors which extend cabling to staff working areas, conference rooms, meeting rooms and executive offices. The cabinets are interlinked with OM3 fibre-optic cabling which safeguards against failure by providing a self-healing backbone.

Whilst laying data cables, Admiral also installed satellite aerials and a tannoy public address system. The satellite aerial cabling would be used to deliver digital content to plasma televisions located in meeting rooms, offices and the

reception area. The zoned tannoy system would provide the means to communicate directly with staff over loud speakers.

With cabling established throughout the building, Admiral's Audio Visual division turned its attention to the communication facilities. Kieran Maloney, IT services and infrastructure manager, described the company's requirements: "We were looking for integrated multimedia systems that would allow staff to communicate easily and effectively with colleagues and clients around the world."

"The solution needed to offer uniform functionality so that staff moving from the boardroom to a meeting room or using the emergency response room would be instantly familiar with operation. Admiral did a fantastic job. They installed leading-edge technology which is operated via a simple touch-screen panel."

The boardroom, 12 individual meeting rooms, 6 executive offices, staff and reception areas and the company's emergency response room were all equipped in similar fashion. A large plasma screen television mounted in retro-styled panelling forms a focal point. The screen displays high-definition content such as data, video feeds and television.

A high-resolution camera, used for video conferencing, is located discreetly above the plasma screen television. An integrated surround-sound system provides crystal clear audio output. Speakers are recessed in the ceiling and optimally positioned to ensure that content is easily heard by all meeting participants.

Techno-clutter has been kept to a minimum. Black box technology such as servers, receivers and wiring is neatly encased. The only visible technology is a touch-screen Creston control panel. A simple intuitive menu system allows meeting participants to access the audio visual tele-conferencing facilities and control lighting and air conditioning.

Describing the audio visual solution provided by Admiral, Kieran Maloney said: "Our conferencing facilities are smartly appointed, brightly lit and equipped with the latest multi-media technology. The integrated facilities are easy to use, enabling us to work more efficiently by communicating effortlessly with clients around the world."



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