



THOMAS MILLER

Thomas Miller Case Study

Carillion provides Thomas Miller with long-term AV advice

"No complaints is a very good thing!"

*Alan Dainty, Head of IT
Service Delivery,
Thomas Miller*

Thomas Miller is an independent, international provider of insurance, professional and investment services. Most of the businesses Thomas Miller owns or manages are acknowledged leaders in their markets. The company's portfolio includes mutual organisations and specialist privately owned businesses.

Consultants, integration and upgrade services for audio visual and video conferencing in new head office

Carillion has recently upgraded AV systems at Thomas Miller's Head Office.

When Thomas Miller moved its Head Office several years ago, into new premises on Fenchurch Street in London, Carillion acted as trusted advisers to specify and integrate the new location's AV requirements.

Carillion's consulting service provides customers with a single point of contact from planning to installation and commissioning. Typically the process involves extensive planning and discussions with the client, third parties and, in this case, architects.

The initial installation involved a variety of meeting and presentation spaces throughout the new building. The emphasis was on ease of operation and Carillion worked with the architects to design not only the AV solution, but also the layout of all the meeting spaces.

The final specification involved seven meeting rooms with large format displays, including two rooms that incorporated video conferencing set-ups for communication with overseas offices, suppliers, remote clients and partner sites.

Additional Carillion design input covered distributed television, induction loops and sound reinforcement. Relatively complex processes required close coordination with other aspects of the project such as power and data requirements, acoustic partitioning, and health and safety planning.

For more information about Carillion or for a FREE consultation please contact:

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"We were delighted with the performance of Carillion in advising on and providing the AV facilities in our new headquarters building. The advice we received was clear, authoritative and well balanced."

**Bob Grainger, Group
Chief Operating Officer,
Thomas Miller**

Precision installation

Installation was carried out within a demanding timescale that was managed to fit in with the progress of other trades.

Carillion assigned a dedicated project manager and site-supervisor throughout installation. As with all such major refurbishment work, late and demanding requirements arose and were dealt with efficiently

Every meeting room and presentation space was complete and operational on-time, after which Carillion provided extensive onsite training for employees and facilities personnel.



Digital upgrade with more user control and flexibility

Carillion builds in future-proof capability whenever possible, however the world of AV technology is always evolving.

Recent works followed a natural upgrade path from VGA to HD resolution. Carillion sees as one of its responsibilities the obligation to maximise customers' technology investments over an extended period, so recommendations were made to complement legacy infrastructure and make cost savings wherever possible.

At Thomas Miller the motive for change was a desire to go wireless in order to accommodate more presenters easily, such as the mobile devices of visitors. The objective was to simplify control and facilitate closer collaboration.

Between them, Thomas Miller's boardroom and conference rooms one and two can accommodate 80 to 90 people. The upgrade project allowed the company to consolidate screen, projection and volume control.

Carillion also specified equipment to enable Thomas Miller to retain a specialist lens with variable angle that allows users to make the most of available space and project in more than one direction.

To facilitate collaboration Thomas Miller chose a system which means that anyone can walk into a room and wirelessly present PowerPoint, Excel, Word and PDF documents, as well as

photos, on room displays from their personal mobile device or laptop. Meetings run smoothly without presenter or device switchover delays.



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On the installation, or housekeeping, side of projects, Carillion is renowned for its ability to make the presence of technology as discrete as possible and the precision of its infrastructure work. Carillion revisited the initial installation to simplify control and improve ergonomics with equipment positioning and adaptations to equipment credenzas.

Choosing a partner and in-house feedback

Alan Dainty, Head of IT Service Delivery at Thomas Miller, said that Carillion's structured proposal contributed to its re-selection when the company sought prices for upgrade projects.

Thomas Miller did not specify detailed requirements but asked for help to upgrade. Carillion took it from there and provided recommendations on upgrade options. Alan Dainty credits Carillion with being knowledgeable and more detailed and informative than other potential suppliers, who provided only basic quotes.

Commenting on before and after the upgrades, Alan Dainty says that Thomas Miller enjoys greater control of its AV systems as well as a by-product in the form of increased brightness and clarity from the higher spec equipment.

It is a telling observation on the IT service world that no news, or comparative silence, is considered very good news. When asked about user adoption and how staff have received the new installations, Alan Dainty said "no complaints is a very good thing!"

Alan Dainty sees AV technology today not so much as being about saving travel costs, but as a move towards closer collaboration. He foresees increasing demand for communication technology, and notices a generational shift as people come to expect technology enablers rather than having to be coaxed into using it.



The Carillion Difference

Dee Reed, Carillion MD, says "we differentiate ourselves by starting at the very beginning with projects, which is understanding the customer's needs in detail. As their trusted partner, we also have a responsibility to ensure our AV solutions are adaptable in the future."

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