

# CLIENT PROFILE



**VERIZON WIRELESS  
5959 CORPORATE DRIVE BUILDING  
HOUSTON, TEXAS**

## THE PROJECT

The Arket team was retained by Verizon Wireless to assist them in the strategic planning and negotiation for a 250,000 square foot corporate office space consolidation. The project consisted of blending separate administrative, service, and call center operations from multiple locations into one facility.

## THE OBJECTIVE

To bring three separate operating entities under one roof, achieve cost reductions in operations and achieve greater efficiency in space utilization per employee.

## OUR CHALLENGES

To consolidate corporate and mission critical operations for nationwide call center services on a highly expedited schedule, while still maintaining critical 24/7 operations.

- To incorporate newly created groups into existing operations.
- To create additional lease space in the building that was not then available but was needed by our client for expansion.
- To demolish and build back the entire 250,000 square feet while at the same time continuing ongoing operations in the facility.

## OUR SOLUTION

Our team developed a comprehensive plan to save overall operating costs by consolidating three locations into one and negotiating a highly favorable long-term lease agreement, thereby capitalizing on the soft real estate market conditions. The team then began remarketing the vacated office space for sublease. This process was completed with minimal disruption to overall operations and employee productivity. The end result was to eliminate redundant services and staff and to provide more efficient space for 1600 employees where only 1200 could be accommodated previously. This plan resulted in a substantial facility savings of over \$13.5 million.