

Time Warner Cable Covello

Development & Commercial Relocation Case Study

Challenge

Time Warner Cable struggled for years with inadequate space to accommodate its operations in the San Fernando Valley. With its acquisition of Adelphia came an opportunity to solve its persistent real estate needs while at the same time developing a multifunctional facility to service a growing number of customers with an ever expanding array of product offerings. The Project has been going on for some time and TWC had settled on a 70,000 square foot building design with plenty of room for public and company parking along with a large telephone/cable pole training facility. The project had ground to a stop however due to issues of ethics and consultant/contractor foul play.

Solution

Time Warner Cable selected Jack Kozakar to straighten things out and deliver the project. Jack undertook the planning process to consolidated operations from 5 previously leased facilities and satisfied TWC's needs for Call Center, Sales, Service Crews, Construction Crews, Retail Store, Rental Equipment Distribution, Regional Warehousing & Equipment Storage, Regional Training, Field Technician Training, Board Rooms, and Administrative and Executive spaces. Jack worked out the phasing plan to accomplish the project, changed out problematic vendors, negotiated contracts.

Results

Cost – Jack completed the project ahead of schedule and below budget, saving TWC over \$2.5 Million. Exceeding expectations, Jack used a variety of cost saving strategies including:

- Schedule compression.
- Team reformulation
- Contract negotiations.
- Value engineering.
- Hold over rent avoidance.
- Occupancy negotiations.
- Reuse of used equipment.

Schedule – Jack saved Time Warner Cable over two months of time, allowing them to move in prior to lease termination at several of the sites and critical time to install and program technology for 2 major call centers and 21 departments.

Quality – All 21 department heads who took possession of the multi function building (executive office, regular office, call center, training centers, warehouse, back up power, call center and cable hub infrastructure, off site improvements, neighborhood improvements, etc.) were absolutely thrilled with the project.



Project Profile

Initial Project Value **\$ 14,470,000**

Additional Value Returned to Client

All Strategies - **\$ 2,516,000**
Time Saved - **4 months**

Use of adjacent city property for training
Use of adjacent city property for storage
Improved relations with neighborhood

Services Provided:

- Development Management
- Project Management
- Retail Planning
- Call Center Planning
- Backed-up Facility Planning
- Pole Farm and Pole Training Planning
- Project Phasing
- Team Reformulation
- Contract Terminations
- Contract Negotiations
- Value Engineering
- Schedule Compression
- Off Site planning and improvements
- Landlord and Tenant Budget Segmentation
- Multiple Contractor Management
- Phased Move Planning
- Equipment Move Management
- Personnel Move Management

For more information, contact

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