



Project success was dependent upon a commitment to consistent communication with the project team.

Project Size:
965 AIS - Divi Workstations
1122 Personnel Lockers installed

HIGHLIGHTS:

- Installed 965 new AIS-Divi workstations
- Communications between Project Management and crews proved vital to a successful project
- Weekly "Look ahead" meetings allowed for scheduling consistency and accuracy

SERCO PP & AFFORDABLE CARE ACT PROCESSING CENTER Rogers, Arkansas

THE PROJECT

In the lead-up to the effective date of the Affordable Care Act, the US Government built numerous call centers to handle expected high call volume. Two buildings were erected in Rogers, Arkansas as part of the call center preparedness program. The Rogers call center is home to more than 1150 Affordable Care Act employees.

THE APPROACH

The key to successful implementation on a project the size and magnitude of the Affordable Care Act, requires significant project management. The project team consisted of UniSpace, located in Massachusetts, Professional Installers, located in St. Louis and the call center facility managers located in Rogers, AR. A tremendous amount of communication and coordination between all would be required for a successful launch. The project was scheduled into two phases. Phase I would focus on Building 1 of the call Processing Center. This building would have 694 workstations, several offices and would be completed before the October 1, 2013 launch of the ACA. Building 2 would have 271 workstations and would be completed during the month of October 2013. Additionally, 1122 personnel lockers would need to be installed during the project. A weekly "look-ahead" meeting between all parties would keep schedule and delivery on target. Daily "coordination" conference calls allowed for PM's and Site Foremen to keep crew size between 6-8 men installing in shifts, so as to keep the project on schedule. PI also contracted with a third party, Red Door Facilities, to expedite off-load and staging of product so crews could work in a most efficient manner.

THE WORK

Due to the tremendous communication between all project managers, the Processing Center was open and fully staffed to handle the launch of the Affordable Care Act on October 1, 2013.

What Our Client Had To Say

"The men from PI who worked with us on this project were professional and willing to complete whatever task was requested. They were easy to work with and the project manager was very helpful explaining where they were in the project lifecycle and keeping us informed at every step of the project."

Courtney Lock · Unispace Project Manager · 617.412.0574

Moving. Ahead.