

case study

Globally standardised meeting spaces and consistent service model

The Background

After the merger between Willis and Towers Watson, Willis Towers Watson (WTW) inherited multiple office locations in most major cities. As a result, the company wanted to consolidate its real estate portfolio, refurbish and rebrand the offices and bring employees under one roof for a more agile, fluid and collaborative global working environment.



Willis Towers Watson 



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The solution

At the time of the real-estate refresh programme, WTW was operating a mixed AV estate with no standard approach to their meeting room technology. Initially, WTW went out to tender for an AV refurbishment project at One London, its London Lime Street headquarters, and home to over 3,000 employees. WTW was also looking for a trusted AV technology advisor with the ability to deliver their global ambitions, develop standardised meeting spaces and deliver a consistent service model.

Kinly was selected as the partner of a choice from a shortlist of seven integrators owing to our innovative approach to meeting the project's requirements and ability to provide project and service consistency across the globe. We worked with WTW to deliver an impressive 375-person two-storey seated auditorium, a 100-person events space, reception area and standards-based meeting spaces.

During the fitout, we took on additional project work across the UK and Europe. This was then followed by APAC, USA, Canada and Brazil after the completion of Lime Street. In addition, we also provided a support service to fix, upgrade or refresh 116 rooms globally that had consistently presented service issues for WTW. After this series of works, the issues have been fully rectified.

In 2019, after successfully implementing service contracts in the UK, Ireland and the East Coast of America, we were resultantly awarded a global service contract covering 44 countries.



SECTOR
**GLOBAL
ENTERPRISE**



LOCATION(S)
GLOBAL



START/END
**2018 -
PRESENT**



SOLUTION
**GLOBAL
SERVICES**



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The **outcome**

Kinly produced a full catalogue of systems for deployment in over 500 spaces across every continent for WTW. The result is that WTW's end-users receive a consistent working experience, no matter which office they are working from in the world.

Owing to WTW's partnership with Kinly, it has seen major cost savings at both a technology and support level due to economies of scale achieved by leveraging our global partner network.

Why **Kinly**?

Bringing people & technology together for better productivity wherever the work happens — because great things happen when people work together.

