

IT and Telecoms services in multi-tenanted buildings

For managers of business centres and science parks, revenues from ICT (IT and Telecoms services) SHOULD be the second highest source of revenue (and profit) after rents.

Managing those services yourself is complex and costly and can cause as many service problems as it resolves, so what can you do?

<i>Outsourcing the management of ICT is one possibility but who can you trust to create a real partnership and look after your best interests?</i>	While there are a number of experienced ICT service providers who specialise in the science park and business centre markets, appointing one is almost as risky as not.
<i>So why not just let the tenants do their own thing?</i>	Apart from the missed revenue opportunity, incoming service providers will install new cabling each time and by the end of a couple of cycles of tenants your infrastructure will be a mess of tangled cables and you run the risk of real damage to the fabric of the building.
<i>Extending or refurbishing? Is now the right time to make sure you have the right infrastructure that makes the building attractive to new high tech tenants?</i>	Surprisingly, architects and engineers often do not know how to deliver the appropriate flexible low cost infrastructure for ICT provision in a shared environment. It's a specialist skill and its worth checking to make sure you have future proofed your investment, whether you outsource service provision or manage it in house.

Apart from managing a business with 15 separate business centres as clients, delivering the full range of ICT services to a wide range of tenants, Broadband Vantage has undertaken a wide range of projects on behalf of its clients:

- Developed the first draft of the UK standard for ICT in a shared office environment (PAS700) www.bsigroup.com/pas700
- Reviewed building designs to verify capacities and infrastructure for new build and refurbishment projects
- Undertaken multiple service provider procurements
- Surveyed tenants to establish the potential for outsourced service provision
- Developed ICT strategies and business models for multiple business centres
- Advised on marketing especially positioning and differentiation of business centre offerings in their context

Broadband Vantage also works with:

 UKSPA – the UK Science Park Association http://www.ukspa.org.uk	
 ict active technology built in	ICT Active – ICT Active accredits the ICT infrastructure and services of buildings and developed PAS700. Broadband Vantage is the approved ICT Active consultancy http://www.ictactive.net/
