

## Best Buy Co., Inc. ▸ IP INFRASTRUCTURE

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**DELLA KOLPIN ▸ PROJECT DIRECTOR, BEST BUY**



### Innovative Campus Supports Retailer’s Growth Plans

Moving into a new 1.5 million-square-foot corporate campus is no small feat. Yet to consolidate 17 office locations, that’s exactly what Best Buy was facing in 2003. With 750 stores and estimated annual revenues of \$24 billion, Best Buy is North America’s leading specialty retailer of consumer electronics, personal computers, entertainment software and appliances.

Best Buy’s ambitious technology plans for the new campus were designed to support current and future requirements for 5,200 highly technical, diverse and mobile employees. And, the sophisticated technology infrastructure needed to be cost-effective and flexible, allowing for future growth and changing requirements.

#### PLANNING FOR SIGNIFICANT GROWTH

When Best Buy began preparing for the move in 2000, they turned to Minneapolis-based technology consulting firm N’compass. The first step was to analyze Best Buy’s business goals and technology requirements and develop an initial project budget. This critical phase of the project distinguished the technologies and systems required to form a stable foundation from those that were luxuries. The budget included private fiber ties, cable infrastructure,

network infrastructure, PBX systems, relocation costs and end-user tools.

Once the preliminary budget was in place, N’compass went to work to reduce the cost of the project—creating

and distributing RFPs and procuring the best products for the best price from the most reliable vendors.

Space, electrical and mechanical requirements were then developed; telecommunication spaces were identified and sized; and initial layouts were completed. Providing these requirements early in the process allowed the design team to determine the generator, UPS and cooling plant sizing—important items required for accurate long-term budget projections.

#### IMPRESSIVE COST SAVINGS

Not only did N’compass successfully manage 10 internal Best Buy teams and eight vendors, they completed the project for 40% less than originally budgeted. In addition, N’compass:

- **Reduced down time by ensuring computers, LAN and voice systems were available day one at the new campus**
- **Designed and implemented systems to meet requirements of highly technical and mobile employees with over 50 technology rooms**
- **Coordinated technology installation to coincide with aggressive relocation schedule for 5,200 employees over 18 weeks**

According to Della Kolpin, Project Director at Best Buy, “N’compass thoroughly understood the mission of this project and how technology becomes integrated to accomplish that mission. With their help, we reviewed many options and were able to base our decisions on costs versus rewards.”

#### N’compass Services Provided

- Project Management
- Conceptual System Options Development
- Space Planning
- Design
- Acquisition
- Implementation Management
- Construction Coordination