



**"What N'compass did for Best Buy was to understand the mission of the project and how technology becomes integrated to accomplish that mission, in all aspects—from building infrastructure to furniture to meeting rooms to common areas. As a team we reviewed many options, basing decisions on costs versus rewards."**

Della Kolpin, Project Director, Best Buy

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## Best Buy Company – Building Infrastructure

N'compass began working closely with Best Buy, the architects and the general contractors in 2000, often serving as liaison between teams. N'compass coordinated efforts within Best Buy as well, organizing the IS department to form one voice, communicating IS requirements to the Property Development team, and managing the implementation of those requirements. As the project progressed and deadlines became crucial, the role became even more important.

Best Buy's ambitious technology plans were designed to support current and future requirements for 5200 highly technical, diverse and mobile employees. The new campus required a sophisticated technology infrastructure while remaining flexible and cost-effective. Combining an understanding of Best Buy's business goals and industry knowledge, N'compass designed a technology infrastructure to support the company's current and long-term requirements.

The first step in building the new campus was to assess Best Buy's business goals and technology requirements, analyze that information and develop an overall project budget. This critical phase of the project distinguished the technologies and systems required to form a stable foundation from those that were unnecessary luxuries. The budget included private fiber ties, cable infrastructure, network infrastructure, PBX systems, relocation costs and end-user tools.

After identifying requirements, prioritizing wish list items and creating the initial budget, N'compass evaluated ways to reduce the overall technology cost of the project. Once budgets were finalized, space, electrical and mechanical requirements were 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. N'compass created and distributed RFPs, and procured the best products for the best price from the most reliable vendors.

### Company Overview

Richard Schulze founded Best Buy in 1966 as the Sound of Music, a one-location audio components retailer in St. Paul. Today, Best Buy is North America's leading specialty retailer of consumer electronics, personal computers, entertainment software and appliances with approximately 750 stores in the US and Canada, and an estimated annual revenue of more than \$24 billion.

### Project Overview

Prior to moving to its new 1.5 million square foot corporate campus in early 2003, Best Buy operated out of 17 different office buildings in the Twin Cities Metro Area. Besides the obvious efficiencies associated with having all corporate employees at one primary location, the company also recognized that a common corporate campus would encourage interaction and cooperation at every level. In addition, the new campus would support the company's ambition to open 60 new stores a year while maintaining the long-term goal of increasing market share.

### N'compass Services Provided

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

### N'compass Benefits Provided

- Effectively managed 10 internal Best Buy teams and 8 vendors, totaling over 100 people
- Negotiated large discounts through competitive RFP process
- Project costs 40% less than originally budgeted
- Reduced unproductive and down time by ensuring computers, LAN and voice systems were available at day one at new campus
- Systems designed and implemented to meet requirements of highly technical and mobile employees with over 50 technology rooms with unique technology requirements
- Coordinated technology installation to coincide with aggressive relocation schedule for 5200 employees over 18 weeks