

Case Study

ABN AMRO

Abintra delivers global space measurement standards for one of the world's largest financial institutions.



The Client

ABN AMRO was a leading international bank with origins back to 1824. Its headquarters are in Amsterdam, Netherlands and they have over 3,500 branches in more than 60 countries and territories.

Staff worldwide totalled over 105,000 full-time equivalents and they were listed on Euronext (Amsterdam, Brussels and Paris) and the New York Stock Exchange .

In the biggest banking takeover in history, a consortium comprising RBS, Fortis, and Banco Santander acquired ABN AMRO in 2007.

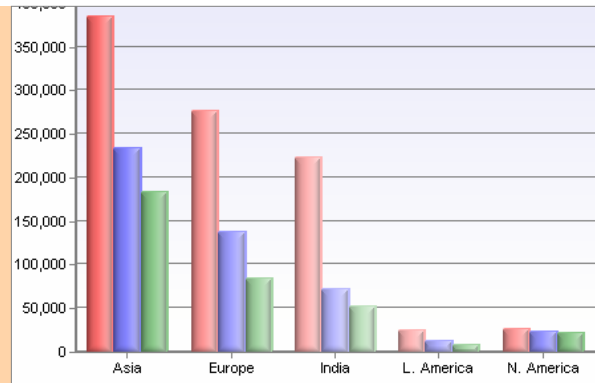
The Challenge

Abintra were approached by ABN AMRO's Global Real Estate & Facilities Management (GREFM) Team in early 2002 to help them understand their space efficiency across their largest 25 properties globally in an effort to identify potential savings through re-stacking, planning and property divestment.

Until that point there had never been a like-for like comparison between buildings in the various regions where ABN AMRO had properties (EMEA, Asia Pacific, North America and Latin America), due to separate local measurement standards and legacy systems.

“Abintra have given our team a very professional service during the development of this project, demonstrating a high level of technical competence. I am very satisfied with their flexible, responsive and customer focused approach.”

Darren Simpkins - ABN AMRO Property Services Division, London



How Abintra Helped

Working closely with the client, Abintra’s team developed an appropriate set of measurement standards (based upon RICS), which would allow ABN to report to separate local standards while also comparing key metrics in different countries and regions.

Upon receipt of AutoCAD drawings for all top 25 buildings, Abintra entered the floorplans into ABN’s chosen CAFM system (Aperture) in a custom-written database based upon the newly created standards. We were quickly able to provide detailed reports for all floors of these buildings as well as high-level charts showing deviations from targets and easily identifying problem areas / opportunities for savings.

Based upon the actions directly taken by ABN AMRO following the creation of these reports, an estimated saving of **€6 million** was achieved over the following year.

Because of the success of this initial study, the space measurement project was rolled out globally in an effort to capture all of ABN AMRO’s office space across all regions. This led to Abintra carrying out local training for staff from over 30 countries worldwide and an ongoing support contract which is still in place today, over seven years after the original project.

The End Result

For the past seven years, ABN AMRO have had the ability to quickly analyse space efficiency key metrics on all of their major office buildings worldwide using Abintra’s reports. From 2006 this information has been available via a secure web portal which allows users in all countries to log in and download detailed reports, and to submit changes for update.

Key metrics reported globally:

- Net Internal Area
- Average Square Metres per Seat
- Seatcount to Headcount Ratio
- Support Space to Dedicated Space Ratio
- Department Areas, Seatcounts and Headcounts
- Measurement of all Branch / Retail Space