

WESTPAC NSW SERVICE CENTRE (IOC)

Client

Westpac Banking Corporation

Location

Concord, NSW

Value

\$40m

Completion

1997



APP Corporation Pty Ltd

NSW 02 9957 6211

VIC 03 8866 0200

QLD 07 3238 0400

ACT 02 6285 1097

WA 08 9486 1144

www.app.com.au

In September 1996 Westpac Banking Corporation presented the challenge of delivering a leading edge Operations Centre from scratch in just 14 months. This state-of-the-art facility will centralise a number of banking functions and house over 1,000 employees.

APP, as project managers, undertook a risk analysis of the options, and the extremely tight timeframe led to a decision to modify and upgrade an old steel framed factory on a 3ha site in Sydney's west.

APP initiated a Value Management session with the consultant team and stakeholders to identify the critical objectives of the project.

A strategic project delivery plan based on a cooperative focused partnership was then implemented.

This "open book" approach adopted by APP, the contractor and consultants ensured that the project was completed within programme and below the original budget estimate.

APP's extensive experience in managing technical handovers also ensured a smooth transition to the new facility, with no impact on Westpac's normal banking operations. In addition, the staged handover allowed early occupation by staff, who now enjoy on-site recreation facilities, cafeteria, child care, carparking and a covered connection to the nearby Railway Station.



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WESTPAC NSW SERVICE CENTRE (IOC)



Official Partner
of the 2000
Olympic Games

Westpac Banking Corporation

ARBN 007 457 141
First Bank in Australia

NSW Service Centre
1 King Street, Concord West NSW 2138

28 May, 1998

Mr John Taylor
Managing Director
Australia Pacific Projects
Corporation Pty Limited
Level 1
53 Berry Street
North Sydney NSW 2060

Dear John

Integrated Operations Centre - Concord West

This project represents a significant milestone in the daily operations for Westpac that will positively impact on the way we are able to provide service to our customers.

As with most large projects in tight time frames we encountered our share of challenges. I think it is more than fair to say that the Project Management skills of your team, and in particular your Project Director, Paul Spinolo, were put to the test resulting in a successful outcome.

This project could have faced a very different outcome had it not been for the co-operative attitude of the entire project team. Thank you for APP's membership as part of that team.

Yours sincerely,

Jim Stabback
Head of Operations
NSW Service Centre

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