

## Capita

### About Capita

Capita plc, commonly known as Capita, is an international business process outsourcing and professional services company with a focus on Telecoms, Media & Technology; Retail & Consumer Products; Energy & Utilities; Government & Transport and Financial Services.

### The Challenge

A warehouse relocation was required for 14,000 pallet locations. The warehouse was required to be in the North-East of England and with easy motorway access. The relocation had to be planned to not disrupt operations and require additional internal human resources.

### The Solution

Capita first engaged with Rack Group several years ago requesting racking repair and inspections. Rack Group have since become a preferred racking partner for Capita.

Rack Group designers and installation engineers supported Capita in sourcing new warehouse premises. Six properties were reviewed around the North East of England which were in close proximity and had easy access to motorways. For some of the identified properties, racking designs were produced by Rack Group, to understand how the space could be optimized for to assess the immediate and longer term warehouse storage capacity.

A warehouse property was finally sourced which Rack Group estimated could support 15,000 pallet locations.

The relocation was planned in four phases over a 10 week period to minimize disruption to operations. Standard adjustable racking was sourced from AR Racking and installed by the Rack Group. The stored items in the original warehouse were transported after each phase of installation, on time and on budget.

To maintain the integrity of the racking from vehicle impact damage, barriers were also installed. These consisted of end of aisle barriers supplied by RMI and Rack Armour® to protect the racking uprights.

### The Benefits

**Zero disruption to operations and no loss of output was achieved through the phased installation and relocation of assets .**

**The project was delivered on time and on budget including the sourcing, installation and protection of the racking.**

**Warehouse sourcing was expedited and storage space optimised, with the assistance of Rack Group designers and engineering team.**

**Single point of contact to source racking, installation and inspections, plus impact barriers due to Rack Group being part of IWS Group, a family of industrial solution providers.**

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*With a major relocation in a very tight timeframe, Rack Group worked with us every step of the way, from layout design, planning, phasing and installation. Our need to move meant that we had started to decant our old premises to the new location, even before the racking installations began.*

*Rack group came in and got on with the installations, to allow us to place items onto the racking almost as soon as each phase was completed. I would have no hesitation in recommending Rack Group for any size of project.* ”

**Mary Collins DipProjMan MRICS ICIOB**  
Head of Projects Group Property