**MICROSOFT LIMITED**

15 July 2002

To whom it may concern

Personal Reference for Ian Smith for the support he provided to Microsoft Limited over the last 6 years

Ian Smith was a lead project manager and supported Microsoft Limited during some problematic operational issues:

**Ongoing occupation of Microsoft Place, 210 & 230 Winnersh Triangle,**

Ian led the team to deliver complex restacking of the business in preparation of the Moves to Thames Valley Park

**Phased relocation to Microsoft Campus - Thames Valley Park.**

Ian supported the phased move of the business to three new buildings, the first in August 1997, the second in September 1997, and the final building in October 1997.

**Phase 1** (Building 1 and Building 2 Computer room) was completed on time with no issues. Ian and the team supported the move planning and move process including providing Desk Top IT support.

**Phase 2** (Building 2 and the link to Building 1) this was completed on time with no issues with the move team providing support above and beyond their contractual obligations

**Phase 3** The final phase (occupation of Building 3) was extremely tight due to the contractor being delayed and on the final move weekend Ian and the relocation team worked in 24 hour shifts from the Thursday morning through to 9.00 am Monday morning. They carried out numerous time critical functions supporting the Main Contractor in getting the building completed and ready for occupation, despite the massive logistical challenges.

**Clearance of 210 Winnersh Triangle**

They also managed the total clearance of 210 Winnersh Triangle in record time again working 24hour shifts. They dismantled and removed 635 Vickers Evance Workstations in 4 days to allow us to hand back the building to the landlords without incurring any penalty’s. As this was unplanned we had nowhere to store or dispose of the furniture, so Ian placed it into store and what couldn’t be accommodated was stored temporarily in containers until a home could be established

**Occupation of Shaftesbury avenue and relocation to Great Pultney Street**

Ian and the team provided support during our occupation of the Shaftsbury Avenue office and our subsequent relocation to Great Pultney Street

Highlighting two issues to show the level of support provided by Ian and the team:

The first was to manually pump out 6 cars using a hydraulic car lift which had a failed pump. Each car was driven into the lift and manually pumped to Ground floor level and taken from site and parked in a nearby Multi Story car park. Work commenced and 15.00 and continued through the night and next morning until all the cars had been released.

The second issue was during the occupation of Great Pultney Street. The soft furniture was delivered late and an Articulated Lorry finally arrived in the street outside the office mid afternoon on the Saturday before go Live. The police graciously gave us 20 Minutes and the whole moves team re-organised and formed a manual chain to get the articulated container emptied and on its way in just 15 minutes, which meant we were able to have the building opened at 07.00 on the Monday morning with everything in place and ready for the occupants.

Consequently I have no hesitation in recommending Ian and the Team for moves and changes support and if you require any further information please do not hesitate to contact me

Yours Sincerely

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