

## Heartland Payment Systems Case Study

Heartland Payment Systems delivers credit/debit/prepaid card processing, payroll and payment solutions to more than 300,000 businesses and educational institutions nationwide.

Heartland grew to the point they were leasing space in two separate buildings; the Cinemark Building, and Lincoln Legacy One, both located in Plano, Texas. Because of Heartland's growth, it made sense to consolidate all of its employees into a single location with room for expansion. Heartland selected 85,000 SF of contiguous space within Granite Park Four, 5850 Granite Parkway, Plano, Texas.

As stipulated in the Lease, Granite Properties' Construction Management handled only the design and construction portion of the project. Heartland selected Westerhaus Management (WM) to manage the following:

- Develop an RFP to bid, select and manage IT Infrastructure Consulting Services.
- Develop an RFP to bid, select and manage Relocation Services.
- Develop an RFP to bid, select and manage Furniture Liquidation Services.
- Develop an RFP to bid, select and manage Technology Inventory Liquidation Program

Highlights of WM on the Heartland Payment Systems Project include the following:

- WM was commissioned after the start of construction. Normally, IT Infrastructure, AV and Security design occur concurrently with the development of the architect's CDs. Therefore, IT infrastructure design, bidding and implementation were three months behind. WM issued an RFP for IT Infrastructure Consulting Services and was instrumental in hiring the IT consultant within three weeks of our engagement. In an effort to catch up with construction, the IT infrastructure team completed their design and bidding process and caught up with the contractor's construction schedule.
- During IT infrastructure design, the IT design team determined the server room size designed by the Architect was 50% smaller than was necessary. The server room size was increased in time to accommodate all of Heartland's server room equipment.
- Installation of the IT infrastructure caught up with construction and allowed Heartland to move in to their space on schedule.
- The IT Infrastructure team came in \$100,000+ under the Heartland budget.
- WM was instrumental in finding savings for Heartland which exceeded our Project Management Fee for this assignment.
- Developed novel solutions to issues and problems as they developed during the construction process.
- Provided timely direction to Heartland and other team members as field issues developed.
- WM was instrumental with Heartland meeting their move-in date.





"I want to thank you for jumping in under extreme pressure and helping Heartland Payment Systems meet their construction and move deadlines. Prior to Heartland engaging your services with Westerhaus Management, Heartland had been behind the curve regarding the design and implementation of their voice/data, AV and security systems. Westerhaus Management turned an impossible situation into the possible. Westerhaus Management was always proactive and when issues did arise that were not even in your Scope of Work, you were always engaged providing a positive outcome. Your ability to effectively manage all aspects of a project and deal smoothly with all of the personalities, are great assets. I would highly recommend Westerhaus Management."

Stephen Rury  
Executive Vice President  
Colliers International