

Case Study

National Call Centre



Brief

To provide call centre furniture for approximately 300 people to accommodate latest IT equipment and 'hot desking' working practice.



When a national call centre company decided to relocate to a new purpose built office, they wanted to make sure everything suited their own particular requirements. A close working relationship developed between the client's designer, the dealer and Eurotek, the manufacturer, to achieve the best solution.

Particular attention was paid to the client's needs - a stylish looking product was important to make

the staff feel happy in their working environment. A lot of staff needed to be accommodated whilst retaining a spacious feeling. All call centre workstations would be shared so a small area was required to house the staff's personal 'box' whilst working. This would be locked away in a separate area whilst not working. The height of each individual workstation needed to be adjustable to accommodate wheelchair users. It was also

necessary to provide cable management for the latest IT equipment. Additionally, several individual offices and training rooms were required.

Having decided that 'agio' was the ideal product, the team formed by Eurotek and the dealer produced CAD drawings and a prototype workstation in record time. The client was impressed by both the product and the dedication shown to providing the solution required.



Client

National Call Centre

Site

Dudley

Product Range

agio

Winning factors

Compact cable managed workstation including CPU storage, personal storage and height adjustability

Extensive work on CAD planning to achieve best layout within given restrictions in each area