

Case Study

WSSC Contact Centre



Brief

To provide desking, seating and storage for the West Sussex County Council Contact Centre at the their newly refurbished Durban House.



Client

West Sussex
County Council

Site

Durban Road,
Bognor

Product Range

SFC Contract &
Specials



As one of the preferred suppliers to the Sussex Furniture Consortium Contract, Eurotek worked closely with Ian Smith, Facilities Manager for WSSC on the refurbishment of Durban House. The building was converted to office space for the council's new contact centre for incoming calls. The Council had specific product requirements for desking, seating and storage, and we worked together to produce detailed CAD drawings and product designs.

The main office was to accommodate 60 staff working shifts. Security was of prime importance and the secure CPU pedestal and the pedestals with two separate lockable drawers were ideal. The 120 degree

workstations had to be built to a special larger than normal footprint, so a prototype was put together at the factory for WSSC personnel to view and finalise the design.

Off of the main office is a training room and hotdesking area, each fitted with 12 Smart Top desks with secure CPU holders. Here again, a special larger size was designed for the hotdesking area in accordance with the Council's particular requirements.

The reception area was made up of glade rectangular workstations and the post room used 1000mm high side tambour units with 800mm tops and Modular Strata letter trays to make efficient use of space.

The project was completed with operators chairs and desk mounted screens. The choice of Warm Maple and Silver finish was complimented by the grey finish on the screens, giving the office a light and airy environment.



Winning factors

Confidence in our products and services from successfully completed installations carried out within the SFC contract previously

Ability to adapt product range to special requirements and agreed specifications