

Case Study

Surrey Heath Borough Council - Contact Centre & Customer Interview Area



Brief

To provide office furniture to convert the newly refurbished ground floor of the council building into a new Customer Contact Centre



Client

*Surrey Heath
Borough Council*

Site

Camberley

Product Range

*Glade, Agio,
Seating*



Eurotek have supplied the Council with its furniture requirements for some considerable time and were therefore pleased to continue this relationship as a key supplier for the new Contact Centre.

Eurotek 'GLADE' wave shaped workstations finished in Maple with Silver frames were supplied for the Contact Centre staff, complete with mobile under-desk pedestals and Tattoo Operators chairs. These chairs have a fully synchronised seat/back action and height adjustable arms and was chosen as they fit all sizes of staff and allows for multi-use of workstations.

Desk mounted back & side screens with a fabric facing help with noise reduction in a high

telephone use area. These screens are fitted with toolbars which will support various desk fittings and release workspace for other paperwork.

The Customer Interview Area is furnished with Eurotek AGIO range interactive workstations which have been modified to meet with the council's requirements for a deeper than standard desk to provide a level of safety for their staff in an open plan area. Support pedestals are used in this instance instead of the usual leg frames. Several of the Interview offices are also furnished with similar desks.

The waiting area and meeting rooms are furnished with 'LOTTO' range seats, either as single units or a beam seats

with easy clean moulded backrests. Low tables in this area are from the GLADE range and also finished in Maple.

Bulk storage units throughout the Contact Centre are all in a matching Maple & Silver finish to suite with the furniture. A range of internal fittings for various types of filing and coat hanging have been specified to meet with the councils requirements to ensure best use of available space.

Space planning was carried out by Eurotek's CAD team and the installation was carried out exclusively by the Eurotek installation team.

Winning factors

*Eurotek is an
existing supplier
to the Council*

*Eurotek was able
to make some
bespoke products
to the Council's
specification*

*Dedicated CAD
planning
support to
achieve best
layout for each
area*