



MAX THE CUBETM
inspiring solutions from **thistle systems**

MODERN INTERIOR FIT OUT

> Corporate Sector





MODERN CONTACT CENTRE DESIGN AND FIT OUT



Thistle Systems has enabled one of the UK's leading contact centres to create a highly effective workspace for over 300 employees at their new facility in Clydebank.

The company had secured a major contract for a DIY store and was looking to create an environment which would attract the top talent whilst also reflecting the values of its client and delivering a superior quality service.

The core focus of the project was to design and deliver an environment which was efficient, flexible and fostered productivity. However, the wellbeing of the staff was also critical as it looked to minimise absenteeism and create a positive atmosphere where employees wanted to work.

The main activity centre featured bench style desks to accommodate the number of employees, however Thistle created workspaces with bigger desk positions than the usual size found in call centres, ensuring employees felt that they had enough of their own space.

The client also invested in superior quality chairs to improve comfort, reduce back ache and consequently, reduce absenteeism and therefore costs in the business.

Rather than creating traditional private offices, informal 'meeting pens' in keeping with the DIY theme, were formed to provide a space for meetings away from employee's desks, to avoid unnecessary distraction to others.

Thistle also created two multi-function private spaces which have initially been set up as training labs for the large influx of new recruits, however they can also double up as large meeting rooms for meeting clients or staff briefings.

The contact centre was keen to provide its employees with a high level of product knowledge on behalf of the client and therefore created a dedicated AV room with state of the art production facilities to create product briefing videos.

Recognising the importance of social interaction and how it can improve morale in the workplace, Thistle focused heavily on the canteen area to create a highly desirable area with a bespoke juice bar, high and low level seating and feature walls.

A key focus of the project was to create a facility which could be used as a showcase to facilitate further growth. Therefore, on top of the other features in the contact centre, the client wanted to make the server room a real wow factor to demonstrate their innovative approach to IT as well as their ability to scale their business to handle any client requirement.

MAX FACTS

- Bench style desks to accommodate number of employees.
- Informal 'meeting pens' formed to provide meeting space
- 2 multi-function private spaces created as training labs or meeting rooms
- AV room designed with state of the art production facilities
- Big focus on canteen area with bespoke juice bar installed.
- Server room designed to have 'wow' factor

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