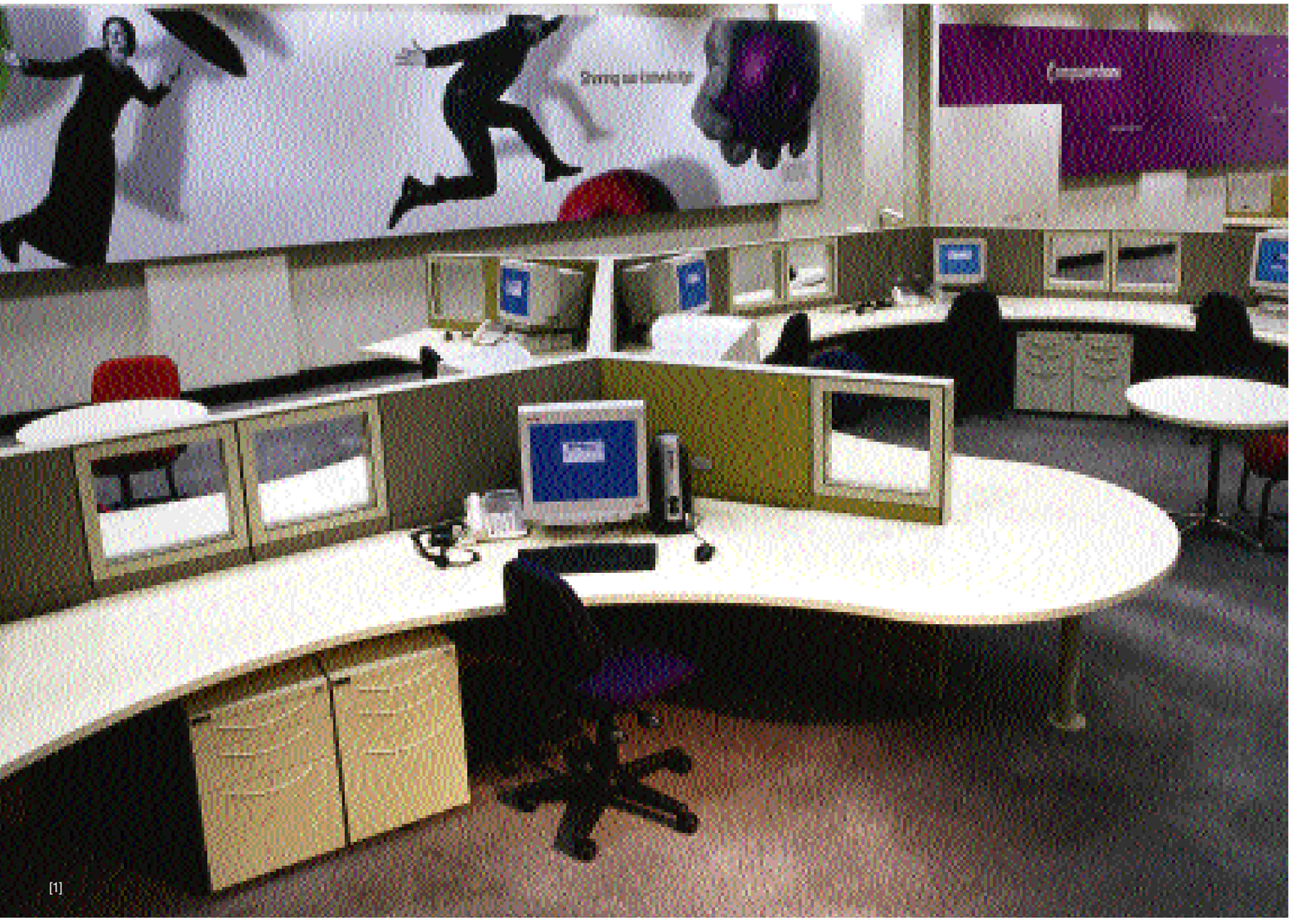
PROJECT SUMMARY
Project Location → Level 1 & 2,
565 Bourke Street,Melbourne
Client → Computershare Investor Services
Pty Ltd - Sue Sheridan
Design → Geyer Pty Ltd –
Kahn Yoon,John Lenagan,Carolyn White
Project Management →
Axion Construction – Adrian Corsello
Schiavello (Vic) Systems → Tony Grech
Schiavello (Vic) Fitout → Daron Johnson
Area → 1800 m^2

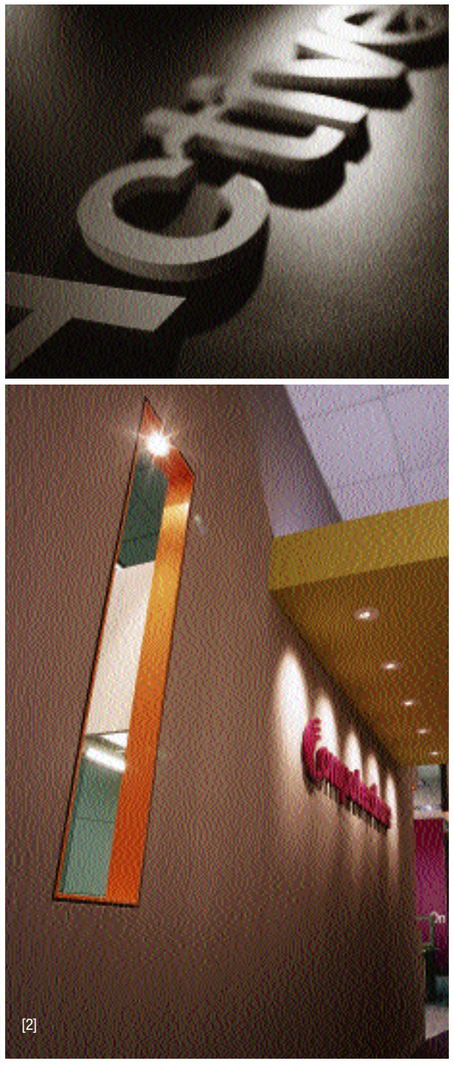
computershare
investor services

Computershare Investor Services

The call centre operations of Computershare Investor Services have been consolidated within a central location boasting a positive atmosphere inspired by highly flexible design elements.

Below Image [1] → Schiavello Unimet workstations incorporating glazed tiles achieve an open and spacious work environment.
Opposite Page [2] → The curved corrugated feature wall with glimpses of a bright work environment provides an uplifting welcome to visitors.


[1]


[2]

Consolidating state-based call response units into a central location, while inspiring 200-call operators within a national contact centre for Computershare Investor Services in Melbourne, has essentially been expressed through the built performance of a large, open work area, revealed beyond a "curtain" of theatrical proportions.

Computershare,market leaders in registry service provision,defined the context and intention of the contact centre as the creation of a highly attractive and efficient workspace to promote team bonding and inter-team relationships that are unique and central to the centre's success and in positioning Computershare as a preferred employer.

"We wanted the centre to be like a breath of fresh air for staff,a facility with 'feel good' qualities of natural calm and relaxed ambience essential for individual and team focus," explained Sue Sheridan,Head of the Investor Contact Centre.

The solution established by design firm,Geyer, utilises a spacious scheme of bright colours and symmetry allowing a 'clean and uncluttered' look boosting staff retention, satisfaction and productivity. "The layout was designed to be open with pockets of informal meeting spaces that encourage team member interaction," said Kahn Yoon of Geyer.

Schiavello's involvement with both the workstation and complete building works provided a seamless coordination of all aspects of construction. To promote faster and more measurable service provision,all components for the centre needed to reinforce a highly flexible solution to support the dynamic nature of the business and ever changing team boundaries.

The inherited space had relatively tight column to column distances and spaces creating a number of challenges. Providing the best layout to accommodate the right number of workstations per cluster required many proposed layout options. The organic layout of Schiavello Unimet workstations incorporating cantilevered worktops provided the greatest feeling of spaciousness, while not compromising on workable desk surface area. The large permanent pillars became key features and apt backdrops for signage detailing Computershare's corporate values and service ethics.

Glazed parts of Schiavello workstation screens achieve openness,creating a visual connection for staff and enhancing the team environment atmosphere.

Schiavello's construction of a curved feature wall with corrugated wall vinyl featuring in-built lighting to Geyer's design, creates a theatrical atmosphere and provides an impressive arrival point for potential visitors without having a designated public reception.Adding further dramatic effect, the open work area is found beyond a 'curtain' screen, providing visitors to the main entry with glimpses of the buzz and excitement of the contact centre.