





PROJECT SUMMARY

Project Location: Level 1,50 Moore Street,MOE

Client: Members Australia Credit Union – Sharon Waterhouse

Design: Peddle Thorp Interiors – Robert Long

Schiavello Project Solutions: Peter Thompson, Charlie Zammit

Area: 500m2

Members Australia Credit Union pride themselves on delivering superior financial services to over 85,000 members Australia wide. With a new National Contact Centre based in Moe, Victoria, this financial co-operative has expanded to provide better value and service for its members.

Main Photo Left/Above> Schiavello System 55 workstations, Newtech deskting and Novetta seating providing a functional,ergonomical workplace.

MEMBERS AUSTRALIA CREDIT UNION

When Members Australia Credit Union (MACU) required a complete expansion and updated fitout within their existing operating customer Contact Centre, they called on the services of Schiavello Project Solutions.

“We wanted to achieve a modern environment that addressed our specific needs in the space available providing a functional,ergonomic workspace for up to 40 consultants and cater for future expansion,” said Sharon Waterhouse,Member Direct Coordinator of MACU.

“Schiavello was recommended to us. They were able to satisfy our needs within our budget, and they had a flexible approach and willingness to work with local suppliers.”

“Project Solutions was to provide a call centre at MACU’s original site that required the existing facility be kept on line while the upgrade was carried out,” said Peter Thompson of Schiavello Project Solutions. “The site was to increase from 20 to 35 seats, and the total site was to be demolished to provide a complete new fitout including workstations,joinery and services.”

“The biggest challenge in the project was selecting a design, practical and pleasing layout,and colour that would suit our needs now and in the future,” said Sharon Waterhouse. “We realised the enormity of the task and needed a solution that encompassed all of our needs and ideas.Schiavello were able to deliver a complete project solution and this was very important to us.”

According to Sharon Waterhouse,a previous issue of Schiavello’s Details magazine and subsequent visits to the Melbourne showroom helped determine the contact centre’s team-driven layout and workstation design.

“Project Solutions listened and discussed with MACU the options available to accommodate the most cost efficient solution,and determine the greatest number of seats in the available space,” said Peter Thompson. “The finished product was to provide a moral boosting and efficient operation.”

The new workspace provides functional work areas and improved training capabilities, featuring Schiavello’s System 55 workstations, Newtech deskting,Novetta seating and cat 5 cabling. Architectural joinery was managed by Project Solutions,using the services of local joiners.

“The centre is meeting current needs and will meet future needs,accommodating expansion,possible changes in banking behavior by members,technological advances in the finance/banking sector and development of outbound programs,” said Sharon Waterhouse.

“The centre provides a modern, user friendly environment,which has boosted staff morale and improved the service to our members. Maintaining visual contact between consultants has lead to improved teamwork and team related efficiencies. The number of favorable comments and feedback from our members is now regular and we are achieving the service level set for the contact centre.Staff and management are very pleased with our new contact centre.”