





PROJECT SUMMARY

Project Location: Ground Level, Collier Pass, Joondalup PERTH
Client: Ansett Australia – Nick Bamber, Percy Rigby
Design: Jones Coulter Young – Paul Jones, Libby Guj, Peter Hobbs
Schiavello WA: Neil McKenzie
Schiavello National Projects: Ralph Tigani, Vince Tigani
Area: 2800m²

Main Photo/Above> Interstat 90 workstations were placed diagonally to give the sense of a big open space.

ANSETT CUSTOMER CONTACT CENTRE

The newest of Ansett Australia's seven national Customer Contact Centres, the call centre in Joondalup, Perth, represents a significant expansion of Ansett's call centre operations in Western Australia.

The 258-seat centre, employing up to 320 staff, gives Ansett the flexibility to meet changing marketplace demands and to provide superior customer service through meeting the needs of Ansett staff, who are considered an important company asset.

"In terms of staff and management needs, a light airy environment with ergonomic workstations in line with best practice was a significant consideration in the development of the building," said Nick Bamber, Ansett Construction Services Project Manager.

Ansett's strategy for the centre was decided following a comprehensive 18-month review of its business. In addition, Ansett undertook a best-practice review of call centres both in Australia and worldwide.

"We were asked to respond to the brief, looking at the whole notion of the quality of the environment for staff," said Peter Hobbs, project architect of Jones Coulter Young. "We tried to maximise the sense of space, making it fun, and of very high quality."

Schiavello was selected to supply systems furniture including workstation components from Interstat 90 and Sesto and Logico storage solutions. The key criteria included product quality, price, and meeting the specifications of the brief. This was based on an ongoing national supply agreement with Ansett for call centre workstation systems.

"The systems furniture gives us the flexibility to cope with future change in our business," said Nick Bamber. "And, Schiavello was very good in providing flexibility in working with the builder and sub-contractors which was essential in installing the workstations in a very short fitout period."

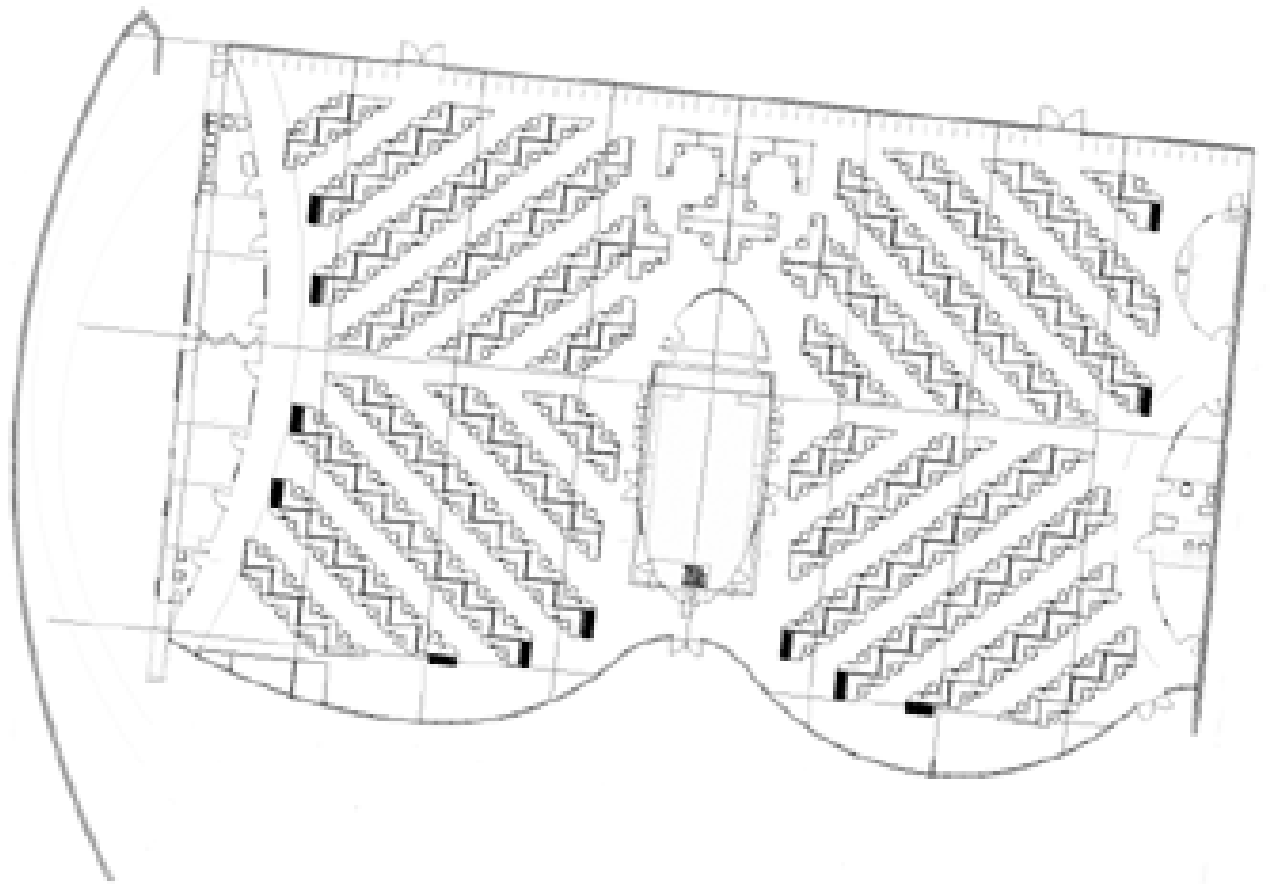
"We became involved in the layout design with Schiavello in Perth," said Peter Hobbs. "A slight modification to the radius on the Schiavello Interstat 90 workstations meant that the aisles seemed a little bigger. We also worked out getting the cabling up from ground into the workstation in service runs, keeping data and electricity separate, and meeting Ansett's requirement for floor service ducts to achieve virtually any workstation configuration. So those were the two areas of innovation on the installation," he said.

The result was diagonally oriented workstations with no overhead servicing, giving the sense of a big space and opening up the visual corridors.

"We also arranged it so that the desks could be changed around in basically any configuration, still maintaining staff numbers and servicing requirements with any configuration that you can dream up," explained Peter Hobbs.

"The feedback to date has been extremely positive," said Nick Bamber. "The building sets a new standard for the industry and for Ansett. Our research shows a strong correlation between staff satisfaction and customer satisfaction and ultimately this initiative is for the benefit of our customers."





Floor plan> Ansett Customer Contact Centre showing floor layout.

ANSETT CUSTOMER CONTACT CENTRE

An environment conducive to a productive and motivated workforce has been recognised as a critical ingredient for ensuring excellent service and satisfied customers for Ansett's new Perth Customer Contact Centre.