

A unique call centre design with a Japanese touch.

CSK Communications

Located south-west of mainland Japan, Okinawa, an ancient kingdom of glittering seas, lush green islands, and fields of sugarcane, has long enjoyed a measured pace of life that is far removed from any hectic city routine.

In the fields of industry and economy, Okinawa's efforts to create and support new industries through the expansion of free-trade initiatives and to deliver intensive promotion of the information and communication industry, has attracted companies like CSK Communications, a Japanese outsourcing services firm specialising in call centres.

Encompassing a range of support services including technical support for computer software, hardware, call centre consulting and telemarketing, CSK Communications has recently expanded, transforming an old government post office into a new state of the art call centre facility.

Charged with the design of the new call centre environment, Mr. Futazo Zoshima, Principal of Schema Architects, employed a creative design solution to address CSK Communications' requirements.

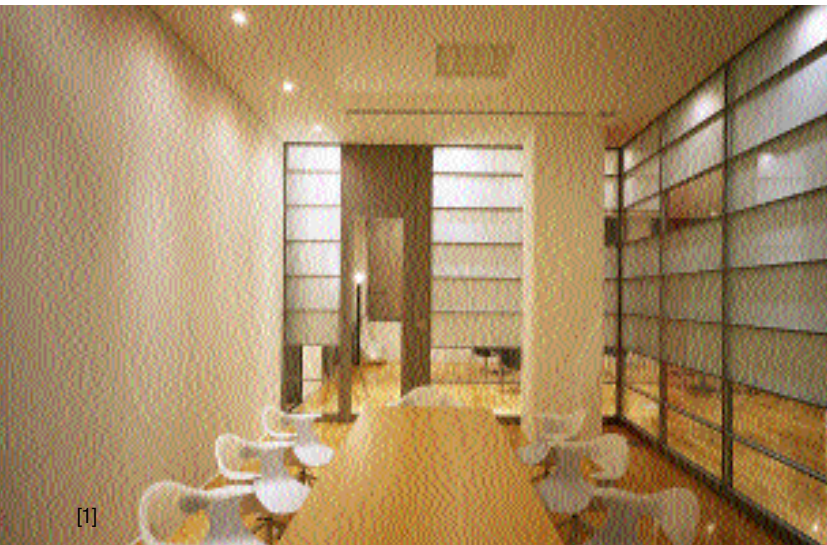
The selected scheme reflects a "neighbourhood" environment encompassing concepts of urban design. "The centre is like being "downtown", where many people are able to walk in the streets; this interior emulates people walking in an urban, city environment," said Mr. Zoshima.

The main "streets" are lined with 250 Schiavello workpoints combining low-height Sesto fabric-wrapped screens and Sesto desking with contrasting two-colour laminate desk tops, and Ecomatic seating. Meeting rooms using Schiavello full-height Interstat 90 partitions provide a stunning feature to the streetscape, with a combination of clear and frosted glass providing moments of revelation and concealment. Call centre occupants working nine to five or four to six hour shifts are encouraged to get up off their seats and walk around to experience their environment, including a refresh area.

As a former post office, the building's inherited high ceilings and frequent placement of thick columns disrupted vision paths and posed a challenge to the designer. The design resolution integrated the columns within the fitout. Each column was painted white on one side, and red, yellow or black on the other side to define work zones, provide clear vision paths and assist in wayfinding within the streets.

"Schiavello's high quality Interstat 90 workstation product design immediately impressed the designer, and allowed him to create a unique work environment that is vastly different from traditional offices in Japan," explained Mr. Shunichi Ogami, Vice President, Schiavello Japan.

Below Images [1] A meeting room encapsulated with Interstat 90 full height glazed partitions. **[2]** Workstations feature low height Sesto fabric wrapped screens mounted onto Sesto desking with two colour laminate desktops.



PROJECT SUMMARY

Project Location Okinawa Media Mall,
L2F, 245-3 Tsubokawa, Naha,
Okinawa Japan
Client CSK Communications -
Mr. Yoshiyuki Shinbori, Mr. Toru Shimotori
Design Schema Architects -
Mr. Futazo Zoshima
Schiavello Japan
Mr. Shunichi Ogami, Mr. Lindsay Anderson
Schiavello International David Ellis
Area 1800 m²



[3]

Above Image [3] Schiavello full height Interstat 90 provides a stunning meeting area. Combining clear and frosted glass creates the feeling of openness, yet provides privacy.