



SPACE CASE STUDIES:  
DESIGN BUILD



# Cox Communications

OPERATIONS CENTERS  
LAKE CHARLES, LOUISIANA  
FORT SMITH, ARKANSAS

## PROGRAM

SPACE worked with Cox Communications to develop two build to suit operations centers. The project scope included exterior and interior architecture, as well as site improvements. SPACE developed the programs and drove the project start to finish.

The projects include the consolidation of cable facilities in the Fort Smith, Arkansas area into a single facility of approximately 20,000 SF. A similar facility has also been designed in Lake Charles, Louisiana.

## BENEFITS & GAINS

- Project completed within specified budget
- Design and construction was completed in 8 months and on time
- Minimized workplace distractions



# Sears

HEADQUARTERS PLANNING AND DESIGN  
HOFFMAN ESTATES, ILLINOIS



## PROGRAM

Initiated by a strategic planning effort, SPACE was able to review business conditions and identify possible performance improvements directly related to planning, working adjacencies and the lack of a teamwork environment. The goal was to position the workplace as a significant tool in enabling business transformation.

Within a 36 month schedule, the 2 million SF headquarters was successfully completed. New group work strategies were developed and applied. A training/conference center was introduced for continuous use and for ongoing communication and learning. A video studio enables interactive communications among 400 sites. Office space is universally planned with the flexibility to change teams as required. Completely open, the planning supports communications, leaving behind a private, controlling culture.

## BENEFITS & GAINS

- Image appropriate for low cost provider
- Open workplace to stimulate open communications
- Relocation to realign with customers
- Universal planning for maximum flexibility
- Furniture purchasing agreements for long term cost efficiency

# Timken

## CAMPUS CONSOLIDATION PROGRAM CANTON, OHIO



### PROGRAM

The vision for the TIMKEN Company campus consolidation program, to be complete spring 2004, re-enforces the TIMKEN culture and strengthens their global community connection. Revived energy and synergy are imbed in the new campus that is cost effective and maximizes existing resources. Existing structures are being retrofitted to serve the TIMKEN needs.

Project results are to include: 35% increased campus capacity, development and implementation of campus HUB, improved communications, integrated technology, consolidation of teams creating a core headquarter team, and a flexible work environment.

### BENEFITS & GAINS

- Creation of world class headquarters campus
- Maximize existing resources
- Scheduled completion in 12 –14 months

# Verizon Wireless

CUSTOMER SERVICE CENTERS  
NORTH AMERICA



## PROGRAM

SPACE provides planning, design, construction, documentation and construction administrative services for the portfolio of Verizon Wireless projects: Administrative centers, customer service centers, small market centers and retail stores. The customer service center site profiles include new build-to-suit or conversion of existing retail malls and warehouses. The centers are aligned to the needs of the business through national guidelines built to drive consistency in the portfolio. SPACE developed and applied best practices to reduce the cost of construction and to reduce the time to deliver a project. Delivery is generally within restricted time frames - from business approval to operational in 5-9 months. Centers average 100,000 SF.

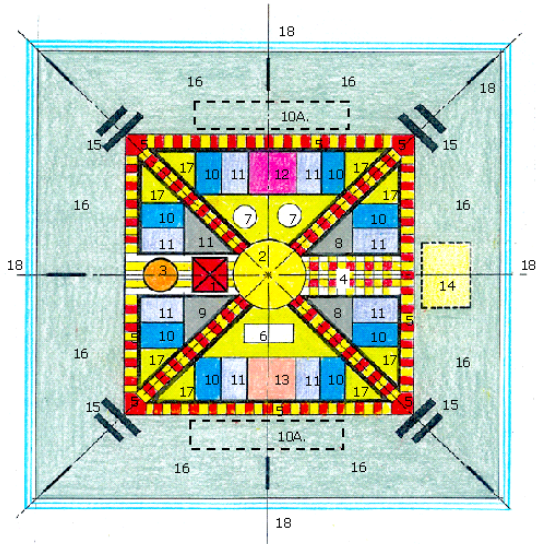
Verizon Wireless culture is visible throughout the facility through a strategic placement of graphics, signature colors and identity. Connectivity is also encouraged by the placement of all facility support elements (cafeteria, training, fitness center...) in the Town Center of the facility. Verizon Wireless' goal is to create customer service centers that are highly interactive, extremely efficient and highly supportive work environments.

## BENEFITS & GAINS

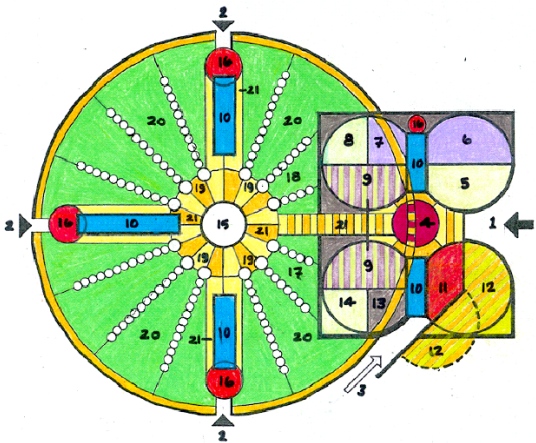
- Improved retention among team members
- Increased productivity and customer contacts per day
- Improved quality of the customer service experience
- Overall cost savings

# Verizon Wireless

## ADMINISTRATIVE & CUSTOMER SERVICE CENTER WORKPLACE GUIDELINES NATIONAL PROGRAM



RELATIONSHIP, ZONING AND SEPARATION OF FUNCTIONS



RELATIONSHIP, ZONING AND SEPARATION OF FUNCTIONS

### PROGRAM

SPACE worked with VZW to develop the Verizon Wireless Workplace Guidelines. The Guidelines are a tool that summarize the standards of VZW for application to the planning and implementation of future customer service and administrative center projects. While each project will have unique conditions due to site, building, and evolving business needs, the Workplace Guidelines document the preferred practices of Verizon Wireless.

The goals of the guidelines application are to: Provide solutions that satisfy business unit leadership functional requirements at the optimal cost to VZW, provide consistency to accelerate delivery time while reducing costs, realize the economics of scale, drive continuous planning efficiencies, create pride in VZW and in the local community, and display VZW's care for their employees.

The guidelines also establish a systematic approach to colors application, responding nationally to a wide variety of Verizon Wireless facilities. The systematic approach allows for the selection of color options to create base building conditions and for regional expression cohesive to the local environment.

### BENEFITS & GAINS

- Consideration given to the longevity of product and system selection
- Established clear and simple circulation patterns supporting way-finding
- Accelerated project completion schedule

# Verizon Wireless

RETAIL

SOUTH AND MIDWEST REGIONS



## PROGRAM

SPACE has successfully completed 35 retail stores in the South and Midwest regions. We have created a project center to do the work, thereby having a dedicated staff that understands the VZW requirements, knowledge of current trends/store design, and a relationship with AGM for design reviews. Our local offices provide the site due diligence and construction administration. A typical project has the duration of 3.5 to 5 months.

## BENEFITS & GAINS

- Quick turnaround of projects start to finish
- Consolidation of design and management resulting in cost savings
- Experienced personnel used on each project
- Centralization of details

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# Volkswagen

ADMINISTRATION BUILDING

PUEBLAS, MEXICO

## PROGRAM

The continuous growth of Volkswagen de Mexico lead to the construction of a new administrative building allocated to the department in charge of exporting automobile parts. SPACE was selected by Volkswagen to design the new building.

For this project, instead of using the traditional design strategy, the building was designed from the "inside out". The interior spaces were designed first, followed by the exterior envelope. With this approach, the resulting interior space is more flexible and efficient. An important design element was to provide the maximum amount of daylight possible into the interior space. The resulting building is one of the first in Mexico designed using "Day Light" technology reducing the electric energy consumption by 30%.

## BENEFITS & GAINS

- Increased daylight throughout interior of building
- Modulation of the floor plans to optimize operations
- Reduced costs

