

SPACE

CASE STUDIES
SPACE: FM



“A Large Software Company”

SALES AND CONSULTING OFFICE
NORTH AMERICA



PROGRAM

Client presentation and sales centers were developed to provide effective support for the national network of sales teams who were charged with increasing customer activity. Overall project goals were to: optimize facilities for customer-focused activities, increase customer face-time, maintain overall leased space, maintain facility expenses, and improve the quality of work life.

BENEFITS & GAINS

- 30% reduction in real estate and operating expenses
- Dramatically improved customer facilities to demonstrate products and services
- Responsive to market and customer conditions with minimal expense
- Architectural elements used to guide movement from open interactive areas to more formal meeting spaces

1-866-inSPACE

Thinkspace.biz



Amazon.com

HEADQUARTERS

SEATTLE, WASHINGTON



PROGRAM

SPACE provided interior design solutions for Amazon.com's new corporate headquarters. Rapid and unpredictable growth made traditional programming impossible. Instead, SPACE created flexible solutions to respond directly to the organization's significant business drivers while maintaining the architectural character of a historic landmark building.

Amazon.com's culture values of thrift and the use of found objects is reflected through the use of basic, naturally finished materials and in recycled and refurbished products.

BENEFITS & GAINS

- Clearly defined work zones facilitating staff interaction
- Wall surfaces integrated as interactive work area
- Restoration of original lobby spaces celebrating a historically significant architectural landmark
- Full service cafeteria, TV lounge, espresso bar, and locker rooms sustain an isolated campus with an urban flair



1-866-inSPACE

Thinkspace.biz

ARC

CORPORATE HEADQUARTERS

DALLAS, TEXAS



PROGRAM

SPACE completed the designs of multiple sales offices and the new corporate headquarters in Dallas, Texas. ARC is a joint venture with RiserCorp and Equity Office LLC. Identity and strategic real estate vision were top priorities.

ARC increased from 40 to 300 employees in just under a year, tied to the development of POPs (Fiber Hubs and Sales Offices) within buildings. In response, SPACE developed a plan that allowed headquarter and operations functions to grow separately enabling the company to expand its operations functions in cost-effective space.

The corporate identity was established, linking the sales offices and headquarters together in a common design language. The design also embraced RiserCorp's existing furniture and supplemented it with new products (to meet growth projections).

BENEFITS & GAINS

- Developed tools that can be used in the future to monitor and project growth
- Multiple options covering many different scenarios of growth (positive and negative)
- Design solutions respect the heritage of the company while embracing the future



1-866-inSPACE

Thinkspace.biz



AT&T Broadband/Comcast

HEADQUARTERS
ENGLEWOOD, COLORADO



PROGRAM

SPACE integrated AT&T Broadband's television advertising campaign, "Our house is a very, very fine house", into the planning and design of their new headquarters. Complete with "Living Rooms", dining, lounge and celebration areas, and study zones with E-mail access located on each floor, the corporate "family" concept and employee interactions are promoted.

Crucial phase scheduling was developed to coordinate the delivery of space with personnel being relocated from Boston and new employees. SPACE coordinated with a pre-selected engineer and contractor to reduce the cycle time for delivery of space. By orchestrating an overlay of disciplines, delivery time was shortened by 50%, 6 months earlier than a typical project schedule of this size resulting in start-to-finish completion of the 250,000 SF project within only eight months.

BENEFITS & GAINS

- Created a workplace environment that enhanced job performance and aids in recruiting and retaining good employees
- Design embodied the culture and drivers of AT&T Broadband
- Fast track scheduling to align space delivery with rapid staff consolidation and acquisition



1-866-inSPACE

Thinkspace.biz

Avaya Communication

CORPORATE HEADQUARTERS

BASKING RIDGE, NEW JERSEY



PROGRAM

SPACE engaged with Avaya senior leaders to understand the transformation of a hardware manufacturing group into a communications development company, the changes required for internal work process, and the corresponding facility needs. Avaya, a spin off of Lucent Technologies, wanted their new headquarters to be cost effective, innovative, and signal the culture of the new company.

The solution was the renovation of a 20 year old, 350,000 SF speculative office building, which by increasing efficiencies allowed leased spaces to be eliminated.

BENEFITS & GAINS

- Achieved an overall planning metric of 200 SF/person for executive and administrative headquarter operations
- Completed total project, including phased renovation of occupied space in 24 months
- Expressed the culture and direction of Avaya as a communication industry leader in the design of the new headquarter

1-866-inSPACE

Thinkspace.biz

Bristol-Myers Squibb

DUPONT PHARMACEUTICALS ACQUISITION

PROGRAM

Upon the interest in acquisition of Dupont Pharmaceuticals, SPACE was contracted to provide services to audit the Dupont Pharmaceuticals facility portfolio. The purpose of the audit was to inform BMS senior leadership of the condition and capacity of current assets and to be in a position to make planning decisions related to the asset acquisition. Audit components included physical assets, technology, equipment, building and environmental conditions. It summarized planning documents, surveys, visual summaries, and provided a narrative overview of issues.

A determination was made by BMS as to which properties and personnel should be retained and where consolidation was possible. The total 5 MSF overview was posted on the web and accessed via pass code, by selected personnel due to the legal need to keep data secure. The audit was prepared in a 6 week period with team of 25 That visited properties and prepared the property assessments.

BENEFITS & GAINS

- Rapid assimilation of extensive data for decision making
- Understanding of the extent of liabilities
- Preparation of an overall master plan for rapid plan deployment upon acquisition



Bristol-Myers Squibb

FACILITY MANAGEMENT

PLAINSBORO, NEW JERSEY

PROGRAM

In support of the expanding requirements of Bristol-Myers Squibb, SPACE provided on-site facility management services for the 600,000 SF Plainsboro, NJ headquarters of the the U S Medicines Group. It was our responsibility to manage the day to day needs of the groups, from location changes to group re-planning, as well as maintenance and construction needs.

The building, at a 98% capacity, made any re-planning of space extremely difficult. The density required very thoughtful analysis of options, to meet ongoing needs, and management skills, to provide leadership with reasonable responses to their needs.

BENEFITS & GAINS

- Outsource resources to meet the immediate and long term needs
- Flexibility to expand and contract resources as required
- Management of a stressful facility occupancy



1-866-inSPACE

Thinkspace.biz

Bristol-Myers Squibb

US MEDICINES GROUP HEADQUARTERS

PLAINSBORO, NEW JERSEY

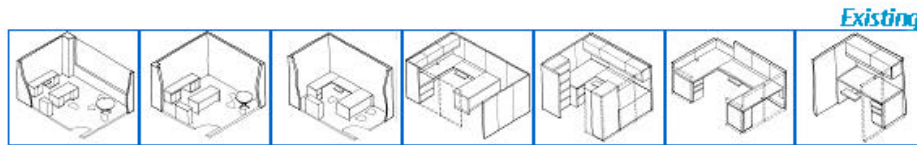
PROGRAM

The Bristol-Myers Squibb U.S. Medicines Sales and Marketing group's need for more space and improved communications among team members presented the opportunity to better align facilities with the business and financial goals. SPACE reviewed the Plainsboro, NJ facility for the purpose of defining planning options to best meet the immediate needs of the group, as well as provide long-term value for future users.

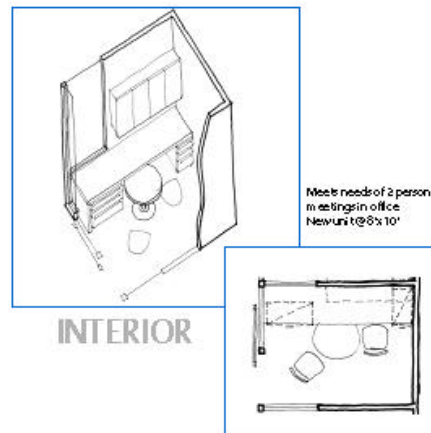
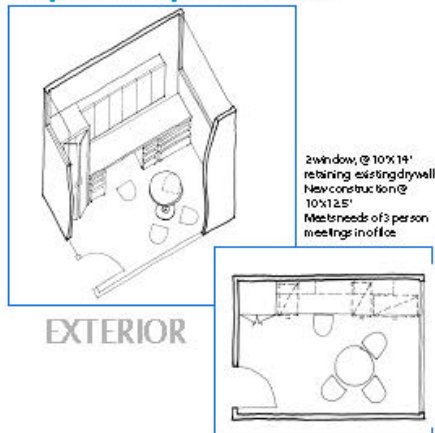
A series of interviews and focus groups were conducted with Senior Leadership and with representatives of each business unit. The purpose was to identify key work processes and required support systems to best aid the group needs. SPACE developed a multi-level approach to the re-planning of the three-building complex.

BENEFITS & GAINS

- Increased density by 20%
- Added 180% more teaming space to the floor plate
- Workstation standards were reduced in number to facilitate increased flexibility in planning and individual work units moved from open to enclosed
- Provided users with solutions that better met their needs and improved control of real estate costs



Proposed Workplace Standards





Lucent Technologies

BELL LABORATORIES

WORKPLACE TRANSFORMATION PROGRAM

PROGRAM

The Lucent Research and Development portfolio is 12.5 MSF comprised of major sites of 1–2 MSF each designed in the late 60's and early 70's. Over the years facility maintenance had been excellent with little to no investment in interior environments. A shift in functional usage, from research to product development, triggered the need for change.

SPACE developed strategies to help Lucent better utilize existing resources and to align their worldwide sites with business drivers including: create a collaborative work environment, infuse organization with innovation and quality, accelerate the product development cycle time, and reduce cost of delivery.

The planning concepts were developed with input from Senior Technical Leadership, a Pilot Program to test ideas, followed by worldwide implementation.

BENEFITS & GAINS

- Increased space utilization by 10% through improved space management systems
- Increased density by 15% via new work unit planning
- Created a 10 year investment model comparing the existing expense patterns to the investment in the upgrade program, illustrating a three year payback once renovation was complete
- Accommodated new technology that supports increased communication and collaboration
- Integrated users in process for buy-in

1-866-inSPACE

Thinkspace.biz

Novartis

HEADQUARTERS PLANNING
EAST HANOVER, NEW JERSEY

PROGRAM

Novartis' need for a Master Plan was due to a major business organizational change involving a transition from sets of teams aligned around specific functions to cross-functional teams in support of one of five major therapeutic groups. Along with the transitioning, Novartis' 1.2 million SF East Hanover campus was at capacity. SPACE was contracted to develop a Master Plan, identifying a plan to sustain campus needs for a 3 year duration.

After a review of current property capacities and future construction, optional adjacencies were defined. The overall program was being supported by an advanced information management solutions: SPACE KI.

BENEFITS & GAINS

- Mapping strategy for 3 year needs
- On-line access to information with the ability to slice through a rotating 7 year period to provide occupancies, pending moves, areas of needs, to be able to develop options to resolve needs within the existing portfolio
- Building of an implementation strategy and budget for approval



1-866-inSPACE

Thinkspace.biz

Qwest

TRANSFORMATION PROGRAM WESTERN/MIDWEST UNITED STATES



PROGRAM

With strong competition in the communications industry, QWEST identified facilities that posed opportunities to reduce operating expenses and improve overall financial performance. Geographic consolidation eliminated redundant facilities and functions therefore removing the need for multiple properties, transforming QWEST's portfolio into 11 "mega centers" encompassing 3 million SF over 11 states.

The implementation was designed to be sensitive to the merging cultures. Occupancy per person was reduced from 320 SF to 180 SF. Power, voice, and data were provisioned to reduce churn costs. Benchmarking occupancy costs over time, to track performance improvements, was also instituted, while work at home strategies were developed for future applications.

BENEFITS & GAINS

- Enhanced work place environments and improved internal communications
- Improved financial performance of company
- Overall facility consistency and increased facility flexibility



Rockwell Automation

RESEARCH AND DEVELOPMENT CENTER
CLEVELAND, OHIO

PROGRAM

Consolidating 15,000 product development team members into 440,000 SF within 18 months was the initial challenge for this project. A facility concept was rapidly developed to maximize space in support of Rockwell's hardware and software engineers who develop precision instruments. The objectives included the desire to consolidate work groups and to create an enhanced, technology-intensive workspace that could easily accommodate future change within the organization.

Universal planning concepts were implemented to achieve flexibility and reduce square footage. Standard, flexible laboratory units were introduced that were shared by multiple product groups. Quality support spaces were introduced which met the functional needs and conveyed the corporate commitment of Rockwell to the Product Development Teams. The project was met with widespread enthusiasm.

BENEFITS & GAINS

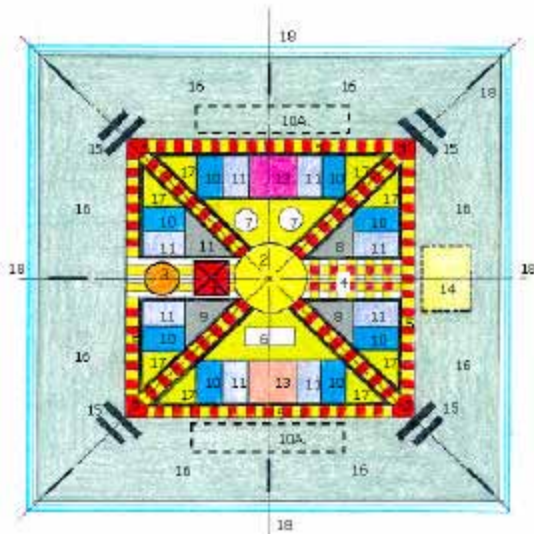
- Enhanced communication and interaction among workers
- Improved productivity
- Dramatically reduced churn cost

1-866-inSPACE

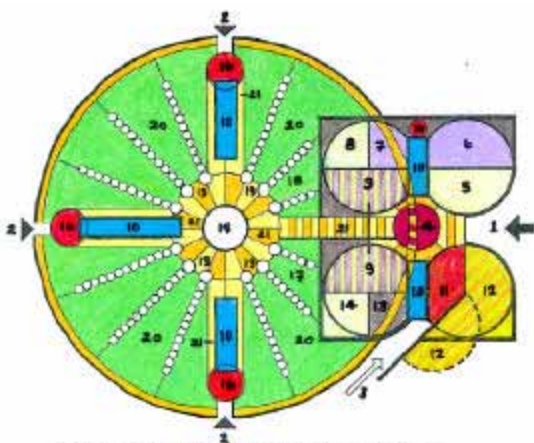
Thinkspace.biz

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