

UNDERFLOOR SERVICE DISTRIBUTION

by Tate Access Floors

Convergys Corporation
Tamarac, FL

DEVELOPER/MULTI-TENANT PROJECT

98,00 square foot office
building occupying two
floors

PRODUCTS USED:

ConCore® 1000 & 1250
PosiLock® Understructure
Underfloor Air Distribution
Shaw Modular Carpet



"The International Facilities Management Association recently reported churn rates to be a whopping 44%. This makes flexibility imperative in designing today's facility and Tate's Underfloor Service Distribution system provides the solution." — Roger Kingsland, Principal Architect, KSBA Architects

- 77% savings associated with moves, adds, and changes.
- Interior space construction completed 2—3 times faster than conventional fit-out methods.

TATE AUTHORIZED DEALER
Irvine Access Floors
Orlando, FL

ARCHITECTURAL FIRM
KSBA Architects
Pittsburgh, PA

GENERAL CONTRACTOR
Miller Construction

ENGINEERING FIRM
Ray Engineering

Subject

Convergys Corporation

As the world's largest provider of integrated customer care and billing services, Convergys thrives on its reputation for exceptional service and its ability to connect companies to customers worldwide. While Convergys realizes their services are people-driven, they also recognize solutions as technology dependent. They have continually pushed the boundaries of possibility—ensuring their position as the industry leader. Recently, Convergys forged new technological territory with the use of Tate's BTP in the design and construction of its call center in Tamarac, Florida. After researching their existing facilities, Convergys found reconfiguration costs to be extremely high. And, as churn rates increase, it is critical to incorporate flexibility into the design of office space. In addition, extensive research performed using the existing Convergys facilities revealed an extraordinarily large number of "Its too hot or it's too cold" complaints. Convergys greatly values its highly skilled workforce and designed its latest call center facility accordingly.

With Tate's ConCore raised access floor panels, modular wiring, and underfloor air, Convergys can now easily accommodate changing work hours, densities, and technology. Panels are effortlessly relocated, wiring is simply moved with Tate's plug and play technology, and underfloor air terminals are easily relocated as workspace is transformed. In fact, utilizing Tate's BTP concept, Convergys can realize a 77% savings associated with moves, adds, and changes. Also, these changes no longer require the use of expensive electricians, information technologists and general contractors—promoting greater cost savings over the entire lifecycle of the building. In addition to creating office space that promotes better indoor air quality for its associates, Convergys can also expect to increase worker productivity and retention by decreasing absenteeism and providing individual comfort and control. Underfloor HVAC also leads to reduced energy use, fewer required system maintenance calls and repairs, and cheaper and faster office reconfiguration space using in-house personnel. For a facility operating 24 hours a day 7 days a week, these benefits are immeasurable!

Tate®