CASE STUDY

Project “PSC”
Plano, Texas

This Print and Ship services Company wanted to bring their corporate team together into one high-functioning facility. They planned for more than a physical move. The new build boosted relational and cultural connections.

INTERIOR ARCHITECT
HOK

FURNITURE MANUFACTURER
Steelcase

FURNITURE DEALER
Business Interiors
A GREAT PLACE TO LIVE

After more than three years of planning, PSC brings its corporate team together under one roof — a custom-built, 265,000 SQ FT, four-story office complex. The new location in Plano’s Legacy West Business Park means a shorter commute for the majority of its 1,280 associates. This area is favored because of its amenities and infrastructure as well as its location.

What makes a good thing better? Growth. The company is ready to welcome 100 associates to headquarters as needed. With plans to stay awhile, they reserved room for future campus expansion.

A GREAT PLACE TO WORK

Before its move in October 2015, PSC headquarters had associates in multiple locations. Its HQ supports 1,800 retail stores. This amounts to 14,000+ field associates and a vast number of customers, not to mention, hundreds of thousands of packages processed daily.

Uniting associates meant improving efficiencies and service for its growing network. With the consolidation, they also anticipated a natural increase in collaboration.

PSC planned for a workplace that inspires creativity. The new facility was to reflect the company’s culture and heighten a sense of connection directly and between associates. The wellbeing of associates was a primary consideration. The company was also committed to sustainable solutions.

Vibrant Spaces
A focus on furniture solutions for flexible work

ADDRESSING TRANSPARENCY
The corporate team had worked in workstations with high walls and private offices for more than twelve years. This changed in the new facility. An open plan was incorporated. The company wanted to cultivate stronger relationships between its people and promote collaboration. One way to do this is by lowering the height of furniture and keeping sight lines open.

Assisting in the selection of furniture, Business Interiors Design and Space Planning Team Lead, Alison Davis developed preliminary renderings. Typicals based on HOK guidelines were presented with various product applications. Once final renderings were approved, Business Interiors Design Team applied these standards and developed layouts for open workstations, private offices and agile spaces throughout the facility.

HQ’s open workstations are primarily furnished with c:space® because of its flexible, inviting design. This freestanding system manufactured by Steelcase is small in scale. With components off the ground, it is aesthetically light. Consequently, the standard 6’x6’6” workstation feels more spacious.

Dispatch or Network Operations Control Center is an exception. This team doesn’t require the usual work surface and storage. Transient, 120 degree workstations were installed using Steelcase Universal surfaces and beams custom fit by Business Interiors.
DELIVERING AUTONOMY
Informal lounge settings add to a sense of community within team spaces, as well as, multi-functional rooms providing work mode options within the vicinity. Having choice of where to work offers balance between collaboration, individual focus and reflection. Given control of how to work helps associates be more productive and engaged.

Huddle rooms accommodate conference style meetings with up to five people. Mini rooms with lounge settings provide a retreat for one or conversational ease between two. Focus rooms with a desk surface support intense concentration for individual workers as needed.

Managing Directors and Vice Presidents are in proximity to their teams in private offices. Elective Elements, a desk system by Steelcase, was selected as the furniture standard for private offices. It has a refined look with layered, fluid lines. MD offices are centrally located on each floor with white, versatile laminate finishes. VP offices are on the outer perimeters with a more formal, rich wood veneer.

Demountable walls supplement drywall and fixed glass wall construction for many of the team rooms and private offices. The moveable wall system, Privacy Walls with Glass Selection frames, allow natural light to flow maintaining the open aesthetic. Visual privacy was achieved with translucent, frosted vinyl applied at eye-level.

There are not-so-obvious affordances as well: a centrally located, inviting stairway; lighting, window views and outdoor patio make nature part of the workplace; identifiers and connections to the corporate brand are within the vicinity. Having choice of where to work offers balance between collaboration, individual focus and reflection. Given control of how to work helps associates be more productive and engaged.

These spaces are vividly distinctive and rich in a variety of materials and textures. Business Interiors furnished the informal common areas, informal lounge and breakroom retreats are centrally located on each floor. Wellness rooms for new mothers are intermittent on each floor near team spaces.

There are not-so-obvious affordances as well: a centrally located, inviting stairway; lighting, window views and outdoor patio make nature part of the workplace; identifiers and connections to the corporate brand are throughout the building by use of color, graphics and an on-site store—to name a few.

These spaces are vividly distinctive and rich in a variety of materials and textures. Business Interiors furnished the informal common areas, rejuvenating spaces, conference rooms and learning center. Wendy Coltrane, Business Interiors Project Coordinator, placed special orders for seating, fabric, tables, millwork and finishes utilizing more than forty vendors for ancillary fulfillment.
EXECUTIVE BOARDROOM
Greater user visibility is supported with the custom shape of the table.

TRAINING CENTER
Various class sizes and modes of learning are accommodated with contracting walls, as well as, tables and chairs that are easy to configure and store. Stationary standing height tables anchor the outer perimeters.

CAFÉ
Creating space division and grouped seating, custom banquettes were built by Business Interiors Architectural + Technology services. Seating options also include lounge, bar height and dinette applications.

OPENING SUCCESS
Having met its objectives, PSC headquarters is a present day success primed for future advancements and operational responses. The new facility is smaller than the previous locations combined, but more effective. The offices are comprised of adaptable spaces furnished with modular product—product that can be reconfigured, added to and repurposed. In addition to its applicational value, the furniture contributed to the company’s commitment to LEED.

It was a fast-paced, 30-day install. “Business Interiors worked around construction delays,” explained Bobby King, Project Manager. “In some areas we would have to move product out of the way and back again.” Three to four trucks of product arrived daily. Installation overlapped occupancy with a different PSC team moving in every week. All construction vendors were on-site at one time, as well as, deliveries from previous locations and image branding installations.

The workplace itself is engaging. “It doesn’t feel like you’re stepping into a corporate office,” said Pam McWilliams, Business Interiors Project Designer assisting with project close. On a final walk through, Pam realized several Egan Visual VersaMAGs personal magnetic boards were missing from a team space. “They had been gathered for a collective exercise,” she observed, “without any use coaching.”

Workplace Vitality
Environmentally responsible, poised for growth

The new building is LEED certified. And, furniture is a factor: according to the environmental metrics summary by Steelcase, 97% of the manufacturer’s product provided potential contribution.

The right furniture applications can also have a high reuse value. Modular walls in particular are sustaining in this way—a huge contrast to drywall construction. In addition to being an EarthSmart choice, they’re a smart financial choice. “They receive accelerated tax depreciation same as furniture, 7 years as opposed to 39,” explained Shana’ Hill.

“The PSC project is a good example of Business Interiors capability to cover all bases: furniture, ancillary and walls,” Shawn Chizzonite, Business Interiors Strategic Account Executive.
PROJECT TEAM

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Project Coordinator (ancillary)
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Project Manager
Shana’ Hill
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Sharon Chamberlain
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HOK
HOK is a global design, architecture, engineering and planning firm of 60+ years. Its interior solutions improve collaboration, inspire occupants and attract the best talent. HOK uses space, color, materials, energy and light to design healthy environments that enhance performance.

STEELCASE
For over 100 years, Steelcase has helped to create great experiences—wherever work happens—for the world’s leading organizations. The manufacturer demonstrates this through a family of brands offering a comprehensive portfolio of architecture, furniture and technology products and services designed to unlock human potential and support social, economic and environmental sustainability.

BUSINESS INTERIORS
Business Interiors is a full-service furniture dealership based in Irving, Texas, serving the Dallas/Fort Worth area for over 45 years. The company specializes in architectural products and furniture supporting cross-industry workplace environments.

Service expertise includes space planning, installation, project management, relocation, service/refurbishing and asset management. New furniture alternatives are available through previously-owned and rental services.

Business Interiors is certified through North Central Texas Regional Certification Agency (NCTRCA) and Women’s Business Enterprise National Council (WBENC). The dealership is a Steelcase Exemplary Dealer, a Steelcase Founders Award Recipient and a Women’s Business Enterprise of the Year, three-time recipient.