



Break Room (before)



Break Room (after)



New Workstations

Mediacom Chillicothe, Illinois

Mediacom Communications, the local cable company, serving more than 1500 communities across the U.S. needed to expand their regional Customer Care and Dispatch Center in Chillicothe, Illinois. Due to staff additions in the Customer Care Center, more space was needed for the additional workstations. The decision was made to purchase a nearby building, and relocate the Administrative Departments and the Payment Center to the building.

Mediacom needed private offices, a conference room, a break room and a lobby area in this building. Lincoln Office worked with Mediacom and the architect on where office walls should be added to create the new work space. Mediacom, Lincoln Office, the contractor and subcontractors worked together to coordinate a work schedule: building walls, painting walls, laying carpet and installing furniture. Lincoln Office Design created the layouts for furniture placement, selected new furniture, selected building finishes and inventoried existing furniture to see what could be reused. New and existing furniture was installed and people moved into their offices/workstations.

The Customer Care and Dispatch project was divided into 6 phases so employees were minimally interrupted. This group of employees works 24/7 so they needed to be able to continue working as construction and furniture installation was going on around them. Employees were moved to temporary workstations, and then returned to permanent workstations. In this building, Lincoln Office, the architect, contractor and subcontractors coordinated demolition of walls. Lincoln Office Design also provided the furniture layout, finishes selection, inventoried furniture and coordinated the project timeline. The demolition allowed for a more open space in which to add workstations for Customer Care. During construction it was discovered the roof of the building was not structurally sound, and interior structural columns were required for building support. Columns 3ft x 3ft x 2ft deep were added to the interior space at this time. The columns required changes to the original layout, as well as, detailed coordination with the customer and contractor to insure proper phasing of construction and furniture installation without disrupting the 24/7 service. After more than a year of planning, the construction and furniture installation for the project took 6 months to complete.



Customer Care Workstations



Supervisor's Workstation

Key Challenges

- **24/7 operations; employees needed to keep working during construction & installation.**
- **Employee hiring was accelerated.**
- **Phases of the project changed as new employees were hired.**
- **Structural column construction changed original layout.**

Key Solutions

- **Manage and coordinate the project with owner, architect & contractor to ensure as smooth a project as possible.**
- **Design a layout that would maximize work space real estate in the 2 buildings.**
- **Reuse existing furniture, where possible, to keep costs down.**
- **Create phases of construction and furniture installation to ensure employees continue working and have a temporary workstation to use.**
- **Demolish walls to open up workspace; add walls in one building to create private offices.**
- **Install 192 new workstations; 17 private offices-new & existing furniture; 2 conference rooms-new & existing furniture; 2 break rooms-new & existing furniture & 1 lobby area-existing furniture.**
- **Create a break room respite for employees.**
- **Bright building & interior finishes give a fresh new look to the existing building.**