

## CASE STUDY

Trendway >

CLIENT: Tufts Health Plan

Tufts Health Plan is nationally recognized for providing innovative, high-quality health coverage.

REP: Matt Kane, Kane Contract

DEALER: Bill Sawyer, Sawyer Contract Interiors

DESIGNER: Allison Carroll, Workplace Strategy - Real Estate Group, Tufts Health Plan



### THE CHALLENGE:

- Complete a restack and refresh of a 6-story, 500,000 sq. ft. facility to incorporate new ways of working, optimize limited real estate, and maintain flexibility for future change.
- Manage the needs of an inter-generational work force while creating an environment attractive to younger talent.
- Enhance the work environment with more natural light throughout the entire space and better access to exterior views.
- Minimize environmental impacts of demolition.

### THE SOLUTION: Volo® Wall

Tufts Health Plan had been working with Bill Sawyer of Sawyer Contract Interiors for almost 20 years, first to install TrendWall in 2001 and then with reconfigurations over the years. In that time, approximately 80% of the TrendWall installation had been touched with change.

Recently, the facility came due for a refresh. While the TrendWall was still in good condition, many design changes were desired to address new ways of working, and a larger workforce within the same square footage of space. Tufts Health Plan trusted Sawyer Contract Interiors and the Trendway team to work with them on this large project.

*continued*

*Working with a movable wall product proves to be much easier in the demolition phase than traditional drywall – less time, mess and reduced need for skilled trade.*





As the team looked at new Trendway wall options, they selected Volo as the perfect solution to create the right kinds of design and acoustic features they desired in this 30,000 square foot space.

Allison Carroll, Project Designer for Tufts Health Plan was the lead on this particular project. She knew there was an opportunity to create an enhanced environment with open space for better collaboration, as well as providing more quiet retreats, huddle spaces and private rooms.

The number of workers in the space was increasing, while the basic footprint would be the same – a common dilemma facing organizations everywhere. Solutions are not always easy, requiring creative use of space. The design team also wanted to address the needs of an inter-generational workforce – workers nearing retirement have different desires than recent college grads entering the workforce. With five generations of workers coming together, it's challenging to balance everyone's preferences.

Because she was starting with a footprint of movable walls instead of traditional drywall, Allison had more flexibility for change since demolition impacts to ceilings, carpet etc., could be avoided. It also meant less time, mess and reduced need for skilled trade. Over 800 linear feet of TrendWall was removed in one day without disturbing any part of the building's infrastructure, then sustainably recycled and reused with the help of Bill Sawyer's team.

Allison began her design by exploring the geometry around three blocks of offices and meeting spaces and used the flexibility of the Volo system to divide the space into three distinct work zones. This allowed a logical separation of work teams and helped break up the expanse of cubes. One team worked in a very concentrative way and valued quiet, while the other spent more time on the phone and in group meetings.

Acoustics was very important, as confidential information is often discussed in the work area. Using outserts increased the overall acoustical performance. A variety of finish materials were used to create a rich wood look and contrasting color throughout the office environment.

Due to space constraints, most workers were moved into an open plan environment with lower panel heights, smaller footprints and a perception of less privacy. While the lower panel heights allowed for natural light to permeate the space, workers needed access to spaces for privacy, focused work and team meetings. Volo was used

to create new private meeting rooms of varying sizes that offered an opportunity for both group work and focused privacy. These bookable rooms provided the entire floor with privacy options as needed, instead of dedicated private offices that are under-utilized and accommodate just one individual.

A large bank of windows facing the city provided exceptional views, and Allison wanted to open these up to everyone on the floor. Specifying full glass panels in strategic areas opened up the entire floor to the natural light and town views.





Touchdown spaces along the window were created for the mobile and remote workers who spent less time in the office and did not require dedicated spaces. These also afford areas for teams to connect and socialize away from the open plan offices. Inside the private spaces, entire walls of marker board outserts were utilized for strategic planning, brainstorming sessions and other team activities.

While moving into a new space is always exciting, change can be difficult for some, like getting used to the smaller workstations and open plan. However, the response has been positive to the new openness and better access to the incredible views, natural light and new private rooms beautifully created with Volo Movable Walls by Trendway.