

CASE HISTORY

WASHINGTON
UNEMPLOYMENT
CLAIMS TELECENTER



CASE HISTORY

WASHINGTON
UNEMPLOYMENT
CLAIMS TELECENTER

Washington Unemployment Claims TeleCenter

Imagine taking 600 staff from 30 offices across Washington State and consolidating them into three TeleCenters. Sound like a nightmare? One would think, but not for the Washington State Employment Security Department.

Technology has allowed the department to house a third of the staff in one building near beautiful,

downtown Seattle. Now, rather than having their customers visit the offices, all the customer need do is pick up the phone and dial the TeleCenter. All questions can be answered via the phone - from status on an unemployment check to help in finding a job.

Washington Correctional Industries provides the latest in office furnishings

for the building. System XXI workstations, FlexStation modular furniture, lateral files and mobile pedestals, Alta conference seating and Europa tables offer style, comfort and flexibility for the employees.

A Facilities' Workgroup, which was comprised of field staff and facilities staff, were given the task of selecting the workstation design

Europa tables provide a clean, smart style for the TeleCenter.



Even when space is tight, employees can enjoy their own personal space with the System XXI design.



and choosing the components. System XXI and FlexStation were chosen because they blended perfectly with the rest of the furniture which complemented the needs of the TeleCenter.

The selected products offered visual openness, yet had the ability to maintain a degree of privacy for each worker.

Adjustability was very important to accommodate the individual requirements of the staff. With FlexStation, they are able to adjust worksurfaces and components to meet their specific needs. Mobile pedestals allow them to have a place for personal items. Modular tables create a "round table" effect - perfect for

stimulating group discussions in meetings.

The Washington Employment Claims TeleCenter and Correctional Industries work well together!

This System XXI workstation was a feeling of openness while maintaining a desirable degree of privacy.



Far Left: The Unemployment Claims TeleCenter requires flexibility of its' employees and asks the same of its' office furniture. Here, a peninsula worksurface doubles as a meeting space with staff.

Left: Pedestals provide additional storage space and are available in four different styles: mobile, freestanding, hanging and worksurface supporting.

Upholstered Perry high-density stackable chairs and modular Correctional Industries tables work well in the TeleCenter conference rooms.



CASE HISTORY

WASHINGTON
UNEMPLOYMENT
CLAIMS TELECENTER



With FlexStation, the TeleCenter staff is able to adjust components and worksurfaces to meet their needs.

OE-00420/WD/S44/II/ULI0900
©2000 OEI, Green Bay, WI 54302



PLEASE RECYCLE

Correctional
Industries

WASHINGTON STATE

Department of Corrections
Correctional Industries
410 West 5th
P.O. Box 41115
Olympia, WA 98504-1115