

MAX INTERIORS

Intrahealth
Case study



OUT FROM THE ASHES:

A fresh new office for Intrahealth

Starting from scratch

Intrahealth, a medical software company, runs programs for GPs and hospitals across Australia, Canada and New Zealand. Their business is at the forefront of technology, yet they were working out of a space that wasn't functional, secure or modern. You might say it would be simpler to burn it to the ground and start again.

In a strange twist of fate, that's exactly what happened – a fire destroyed everything. In some circumstances, this would have spelled disaster, but for Administrator Gill Penfold at Intrahealth, it meant an opportunity for a fresh start.

Gill set about looking for people who could design the new space. She put out tenders to quite a few companies, but was most impressed with Renee from OfficeMax, who seemed easy to talk to and work with.



“Before the fire, the office was not quite so functional, because we had adapted to the space. Whereas we now had the opportunity to adapt the space so that it worked better for us.”



Visions come to life

Gill met with Renee and Richard at the site, to go through what they would need from each room. Renee put together a plan for Gill to review, and after a couple of tweaks Gill was “very pleased with the outcome.” Beyond the function of the spaces, Gill had a particular vision in mind: a “timelessness and a cleanness – even a little bit funky.” Understandably, being a computer company, Intrahealth also needed to look modern – a far cry from the dated look they’d been living with before the fire.

The design and the layout all contributed to that fresh, modern feel, incorporating breakout spaces and a different access for rooms. Gill says she was impressed with how quickly Renee and the OfficeMax team got on board with her vision. “As far as the layout, that was our conception of how we would like to have it. OfficeMax were great at filling in the gaps. Renee from OfficeMax had a really good understanding of what we wanted, and with her experience, had the

Securing the space

foresight to predict what we needed.” Gill said the transformation brought a number of improvements, not just in how the office looked and felt, but in what mattered to Intrahealth most – security. Previously the entrance came into the office, and from there into the boardroom. Now they have a separate entrance to their boardroom so they can protect their number one asset, their servers. As Gill puts it, “The whole main office is more secure.”

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Better spaces, better work

Breakout rooms make it easier for people to communicate, and give them somewhere to go. This means they're free to make a noise without disrupting the rest of the office – much "easier for the people who like quiet," says Gill.

Staff reactions to the new space have illustrated how much it's improved the office environment. Gill says she's been pleased with the feedback on the design and how quickly things settled in.

"It's just a more pleasant environment for everybody now. Morale has definitely gone up."

Results for Intrahealth

- Modern new space
- Improved functionality
- Better security
- Improved staff morale
- Easy to work with
- Brought vision to life
- Team were experienced and knowledgeable
- "Thrilled with result"



Working with experts made it easy

What stood out to Gill most was how great it was working with Renee, calling her taste and her attitude "a huge plus" for the project. Gill also appreciated how open Renee was to exploring ideas and incorporating feedback, and the time she took to understand what was really wanted.

Gill saw great option after great option, based on her feedback, which she says "made it really easy" – especially since Renee wasn't afraid to make recommendations and "would tell you if it would work and what it would look like."

"I find them very easy to deal with, nothing is ever too much trouble. They are very knowledgeable, I've no trouble at all with anything. We were totally thrilled and would definitely recommend Renee and her team to anybody."

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