



## A WORK SPACE THAT WORKS

A move to work better together

On Darren Bird's first day at SmartPay, he noticed how old and segmented the building was.

"Pretty much every department was in a different area of the building, lino down on all the floors – it felt like an old hospital." SmartPay has 90 staff in the Auckland office alone, and Darren knew a more modern workspace would open the lines of communication between departments.

The lease coming up on their building was his opportunity for change. They had a bunch of mismatched office furniture they were initially planning on moving some of it to their new premises, but Darren decided it was time for a fresh start. After talking to a bunch of companies, he decided to go with the OfficeMax team – they were the most professional, flexible and affordable.



"All it took was a phone call to find out if they could help with the office fitout – they were out to see me within a day of contacting them."



## Project Management -The true value

Darren originally thought they were just getting a bunch of desks and office equipment, but it went way beyond that, exceeding his expectations.

“They were very interested in the vision and what we ultimately wanted to achieve – breakout areas, meeting rooms, and how they fitted in with the overall floor plan.”

They drew on their experience to introduce things Darren hadn’t even considered: zero waste bins, side cabinets and sound barriers for staff to help manage the new open plan office environment.

“They really helped us to see what staff wanted. They were right. Their experience and knowledge really helped.”

The OfficeMax team also made sure SmartPay spent their money where it would get them the most value – top quality desks and chairs, and furniture from other stores for breakout areas. “They made sure we spent our budget wisely on what mattered most.” The results: great feedback, improved productivity Overall, Darren said he would rate the service and end result a 10 out of 10. “They were very clear with costs, no

surprises, everything was 100% what we agreed and expected. Even around payment times – there was very clear communication in order to meet our deadline. Everything stayed on track.” Since the office move Darren says there has been an increase in staff morale and productivity – people are working more collaboratively. There is less stress on meeting rooms because

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people are making the most of the cool new breakout areas.

“We were very clear on what we wanted and it grew to have a lot more detail than I imagined. In the breakout areas we have a really amazing space – we have fish tanks, ping pong table and a space invaders machine. It has brought all the staff closer together. We’ve had a lot of really great feedback, from the board, staff, visitors, all saying that it was a really amazing space.”

## Move Day

– on time and on budget

Move day was seamless, on time and on budget – thanks to careful planning and project management from the Officemax

team. With everything set up and ready to go, all the SmartPay team had to do was bring in their personal belongings and log on. By 10am everyone was up and running – within hours they felt like they had been there for months.

“The fact that we all settled in so quickly is testament to all the work we had done, the layout, the plans the workflow and environment – we haven’t looked back.”

## Benefits to SmartPay

- Improved staff morale, collaboration and productivity
- Seamless, efficient move
- Budget management to invest in ‘the right things’
- Project kept on budget, and delivered on time



Here’s what the staff had to say:

“I feel we are prouder of the company, as working in a more modern, uplifting and refreshing environment brings more professionalism into the work space. We have grown immensely, with more positivity, and we feel happier and more satisfied coming to work in our ‘second home.’”

“After a seamless move, the new environment ... has increased the communication, not only between the departments, but also between the people in them, giving us the chance to better understand other people’s roles, and allowing us to work better together. This is further reinforced by the planning of the layout, and the quality of the fit out.”

Are you looking to modernise your workspace?

Contact us on 0800 426 473