

## First Horizon Home Loan Corp.

### Project Summary

This customer has been a BKM/Steelcase customer for more than ten years. Their new headquarters facility, was designed to strategically link their workplace with their key business goals, which included: getting products to market faster, developing a learning organization and attracting and retaining quality employees. In order to accomplish these goals, they knew they needed to enhance their image. Maintaining their existing standards would not accomplish their goals. It was our opportunity to collaborate with their design firm and Steelcases' consulting team to create a dynamic space that would support their business goals.



### Design Challenges

Our challenge was to consolidate three existing facilities to one. This two story "L" shaped building was very long and made planning for adjacencies very difficult. There were also many varied typicals needed to support the different work styles among the 1600 employees.

### The Process

We worked in a collaborative fashion with the design firm, Steelcases' Consulting team and the Facility Management team to develop an overall workspace that would support the business initiatives. Workplace Mapping was the tool used to gather all of our information and develop a sche-

matic plan to link back to their business goals. This process was very helpful when plotting out our adjacencies. We executed our proven processes for implementation of the project from design all the way through installation and final completion.

### Organizational Impact

The improvement in employee morale, which assisted their cultural transformation, was immediate. Increased communication was evident as Managers and VP's moved out of drywall offices into the open plan. The environment supports more cross-functional interaction and learning among peers within the organization. Essentially, the company took on a whole new professional image. Recruiting and retaining employees was no longer a tremendous challenge, as it had been.

