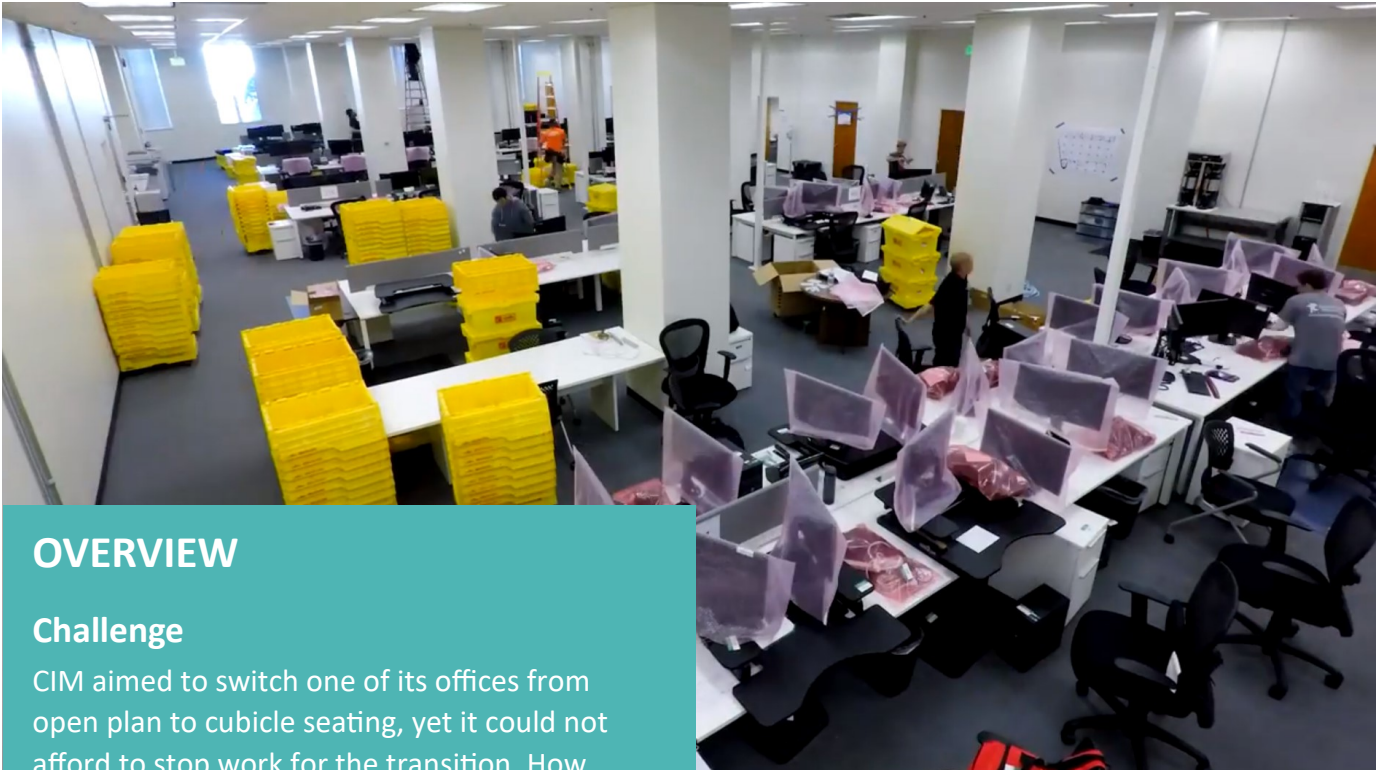


CIM Group

Complete office transformation in under 48 hours



OVERVIEW

Challenge

CIM aimed to switch one of its offices from open plan to cubicle seating, yet it could not afford to stop work for the transition. How could CIM implement the new seating without disrupting ongoing operations?

Solution

CIM turned to trusted partner ASI, who completed the transition in a single holiday weekend – installing furniture, cabling, and more in less than 48 hours.

Benefits

- **Boosts** employee morale and productivity
- **Replaced** 59 benching stations with 64 cubicles in just two days
- **7-figure savings** thanks to the rapid, non-disruptive, and cost-effective transition

Headquartered in Los Angeles, CIM Group is a vertically integrated real estate investment firm. The business operates more than \$25 billion of real assets for its own account and on behalf of its partners and co-investors, utilizing its significant array of investment and operational expertise to maximize returns and mitigate risk exposure.

Re-furnishing with zero disruption

Optimized working conditions are essential for any business; but transforming an office space to achieve those conditions can be an enormous undertaking. In fact, many companies cannot afford to pause or relocate their operations for the time it would take to re-furnish their facilities.

This is a challenge that CIM knows particularly well. As part of the ongoing growth of its 300 employee-strong Los Angeles headquarters, several years ago CIM decided to trial open plan, bench-style seating for one of its divisions. The company had hoped to foster a more collaborative work environment, yet it wasn't seeing the benefits it had expected and resolved to switch to cubicles.

Mary Rainwater, Director of Administrative & Office Services at CIM, explains: "Benching is definitely a strong choice in some cases, but we found that it wasn't conducive to our workflow. We knew that our employees would be both happier and more productive in the privacy of their own cubicles."

Although benching systems are an increasingly popular trend, the benefits depend immensely on the nature of employees' work. While an "open concept" can help marketing and design teams collaborate, sales or customer relations teams who spend a lot of time on the phone simply find themselves distracted.



Before and after the transformation

"Right from the beginning, ASI made it very clear that they were here to work with us, not for us."

—Mary Rainwater, Director, Administrative & Office Services, CIM Group

In fact, a recent study of more than 40,000 U.S. workers in 300 office buildings concluded that employees in open plan offices tend to be less satisfied, and the benefits of enhanced interaction often fail to offset the drawbacks. Cubicles, on the other hand, offer a barrier to noise and give employees a space that they can personalize and call their own – advantages that CIM was keen to take advantage of.

The difficulty facing CIM was that the division's work was too important to interrupt, even for a day. Closing down the office in order to install the cubicles would have led to considerable loss of revenue.

To avoid impacting ongoing operations, CIM targeted a single weekend for the re-furnishing work. That meant tearing down 59 benching stations and replacing them with cubicles in less than 48 hours. Meeting such an aggressive deadline could have been prohibitively expensive – that is, without the right service provider.

One weekend's work

CIM did not hesitate to turn to its trusted partner, ASI, to complete the project.

"We've been working with ASI for more than five years now," says Mary Rainwater. "They've helped us with numerous furniture, design, and reconfiguration projects. Right from the beginning, ASI made it very clear that they were here to work with us, not for us. Our needs are often deadline-driven, which can get messy and expensive, but ASI never exploits that. Working with ASI as an authentic partnership, and that's why I chose and continued to choose ASI."

Over the course of two days, ASI disconnected all computers, removed cabling, and cleared the room – then proceeded to install new power conduits, erect cubicle walls and desks, and connect all the electricals. ASI also carried out all the initial space planning and supplied the new furniture.

Not only did ASI meet the deadline for refurbishing the office, it actually finished several hours ahead of schedule.

Mary Rainwater comments: "I've never even heard of a project of this scale being completed to such tight deadline, and ASI managed it with time to spare!"

Rapid, cost-effective transformation

Today, satisfaction and efficiency in the division is up, with employees working in their own private cubicles free from the distractions of a completely open office. And this improved environment was achieved with zero disruption to ongoing work.

"The new furniture is a major morale booster," comments Mary Rainwater. "What's more, the office transformation was extremely cost-effective. Between the excellent value that ASI delivered and the losses we avoided by not shutting down the division, I estimate that we achieved savings in the region of seven figures."

Additionally, CIM opted for low cubicle partition walls. With this approach, employees can still easily communicate and collaborate with one another; while,

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at the same time, each employee has their own clearly delineated space, fostering a sense of ownership and providing sufficient privacy to work undistracted.

"Every time we work with ASI, the entire crew performs the expectations," concludes Mary Rainwater. "From the space planner to the installation crew, everyone is a consummate professional and their expertise is unmatched. They have a solution and a plan for everything and it's all customer focused – they meet deadlines and budgets, and overcome every obstacle to get the customer what they promised."



About ASI

A project management full-service provider within the real estate and facilities management field, ASI has been developing its processes for 15 years, and it is constantly evolving to meet the needs of new and existing customers. With a global reach and a hands-on approach, no project is too big or too small. To learn more about how ASI can help you, please visit <http://www.asicoinc.com/> or contact info@asicoinc.com.

