



Large Contact Center Dials Up Culture

Chime Solutions was founded in 2015 in order to deliver high-touch contact center solutions by drawing on its leadership's deep experience in the customer contact outsourcing industry. Chime takes a unique approach to contact center solutions with client transparency and teamwork.

The Challenge

As Chime prepared to open a Dallas office, the team looked to take a less traditional approach when compared to other contact centers. After touring the Vari® headquarters in Dallas, Chime CEO Mark Wilson wanted to create an innovative space for their employees by taking a similar approach. However, with more than 500 employees and a brand-new space, it was important to Wilson that the company they work with provide end-to-end support for their new, large endeavor.

The Solution

As Chime focused on the hiring of employees for their new Dallas office, Vari got to work. The team began with the creation of a free space plan for the company. By working with Chime leadership, Vari designed a plan that accommodated the company's more than 500 employees and also the company's culture.

To aid Chime's progressive culture and modern aesthetic, Vari provided employees with the Electric Standing Desk 60x30, which allowed them to sit or stand throughout the day. Chime also purchased the Task Chair, the Mat 36x24, and the Dual-Monitor Arm.

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Mark Wilson

“Part of our differentiation from other contact centers is now our environment,” Wilson said. “It's a progressive mindset about going to the next level and how we can be better and different, and our folks really appreciate and enjoy our office.”

The team at Vari also helped Chime with the unique challenges that come with an open office environment. Wilson needed to make sure there were private spaces to accommodate pop-up team trainings. Vari used QuickFlex Walls® to create private spaces that are movable and flexible, making them the perfect solution for training space within Chime's open office.

When it came time for installation, Vari also made that process easy by working closely with the Chime team to deliver the project on time and to Wilson's satisfaction. “The Vari team was very easy to work with and very accommodating despite some changes,” Wilson added.

With the arrival of COVID-19, the company also considered it a plus that Vari furniture and walls are so flexible and easy to move. Wilson said, “If we want to change configuration, we could do that. And that was a big driver for the decision to go with Vari—the flexibility.”

Highlights

- Vari provided a furniture space plan for Chime's 55,000 sq. ft. office
- By providing modern desks and office furniture, Chime strengthened company culture
- Private space was created within Chime's open office with the help of Vari QuickFlex Walls®
- Vari furniture is flexible and made it easy to create ergonomic workspaces





Before



After

PROJECT DETAILS

CLIENT
Chime Solutions

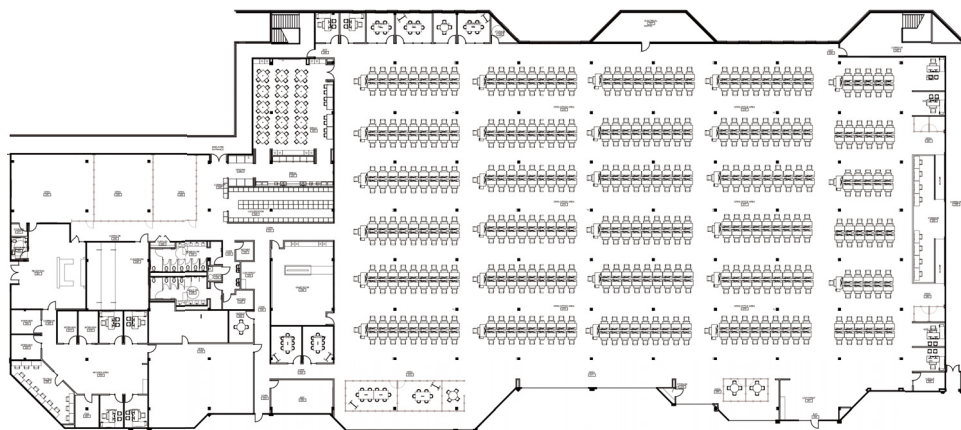
LOCATION
Dallas, Texas

INSTALLATION DATE
Sept. 19, 2019

SPACE AVAILABLE
55,000 sq. ft.

WORKSTATIONS
535

PRICE PER SQ.FT.
\$19.01



PRODUCTS INSTALLED

Acrylic Modesty Panel 60

QuickFlex Walls®

Electric Standing Desk
48x30 and 60x3

Mobile Glass Board 40x72

Dual-Monitor Arm

Standing Conference Table

Table 48x24 and 60x24

Round Table

Standing Round Table

The Mat 34x20 and 36x24

Wood Conference Chair

Task Chair

Metal Conference Chair

File Cabinet

Lockers

Power Hub

Power Strip 8 ft



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for your free workspace evaluation**

*Free delivery in the contiguous US. See vari.com/installation for more details.
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