







## case study



which spills over into the way collaborative, meeting, breakout and focus spaces are designed. This is about creating a brand experience which applies internally and externally. There's a palpable pride that pervades. Upstairs is home to finance, human resources, change management and commercial departments – with the relevant departmental directors working with their business units. It's a team oriented approach that's part of the Hermes ethos as Andy confirms. 'It's consultative and dynamic. The board directors are approachable and good to work with.'

The space is all about supporting that culture...which ultimately aims to deliver a great client experience. Design flexibility and increased efficiency in an open collaborative environment underpin ambitious growth plans. In many ways, one could say that Capitol House is about a new organisation and a new identity, rather than simply new premises.

Clearly a key factor for success has been the impact on staff and the minimising of disruption caused by the move. 'Most of our staff are local people,' confirms Paul, 'and I'm pleased to say we lost very few. I think it's because we involved our staff in the whole process and communicated through user groups. We value our staff, and we made them feel valued – which is important. I genuinely can't remember any negative feedback, and there was zero disruption to the business. The key to all this is that we are now a true business with our own identity – this has given us the launch pad to go places.' ●

## essential ingredients

Client:	• Hermes
Design & Fit-Out:	• TSK <a href="http://www.tskgroup.co.uk">www.tskgroup.co.uk</a>
Systems Furniture, Task Seating & Storage:	• Herman Miller 0845 226 7202
Carpets:	• Milliken 01942 612777
Meeting Room Tables:	• Kusch + Co 020 7336 7561
Meeting Room Seating:	• Vitra 020 7608 6200
Bespoke Joinery:	• Nethercoats 0845 309 6333
Staff Restaurant:	• Vitra 020 7608 6200
Feature Wallcoverings:	• Tektura 020 7536 3300

▶▶▶ involving sensitive strategic decisions. Once everything was in place, the second phase was very rapid, the acceleration driven by our changing business.'

'We didn't do any design work when we pitched,' adds Andy. 'It was much more about how we were going to work together as part of a team, and understanding where Hermes was going in a period of huge change. Hermes are expanding their capability and developing a seamless pan-European delivery service. A key part of that is putting the right people together – it's about communication and identity.'

'We've got ambitious growth plans,' confirms Paul, 'and Capitol House is a big

part of that. It projects a great brand experience for clients, it's open and collaborative. The design flexibility also increases efficiency.'

Our tour of the space is a subtle confirmation of our discussion. Examples of collaboration and brand experience are intelligently in evidence. The ground floor incorporates a range of welcoming and professional client facing spaces. The first floor is essentially home to IT in one wing, with operations in the other. Linked, not separated, by a central restaurant, communications between these core departments is natural, frequent and impressive. There's a consultative approach