



Virgin Media

“This is the best call centre I’ve been to. The transformation is amazing and the investment in our people and our facilities has made a real difference.”

CEO
Virgin Media

Design
Build
Furnish
Move

activefm.co.uk





Virgin Media is part of Richard Branson's Virgin Group: one of the world's most recognised and respected brands. The company's continuous focus is on minimising the total cost of products and services while improving quality, delivery and customer service.

Project

Virgin Media wanted to create a centre of excellence at its Swansea call centre that would embody the Virgin ethos of enjoying work and the environment in which you work. The refurbishment programme had a £700k budget.

Action

One of the big challenges with the site was its sheer size; under-investment had resulted in a site that looked fairly unloved. Active engaged in an extensive design consultation to refit the entire space. The project was completed in five phases, lifting and re-carpeting 20,000 sq ft and moving 240 desks with IT and people in every phase.

Result

Working closely with Virgin's Brand, Design and Property teams, Active designed and created a great place for people to work. Active also created some small chill out spaces and fun areas for staff to work and relax in during their breaks. New break out and learn areas let teams connect laptops to giant video screens, making presentations easy. New meeting rooms have been created and training rooms have had a makeover.