



Factotum

CASE STUDY

Office and Canteen Refurbishment

Customer: Chubb

Location: Blackburn

Core Service: Commercial Interiors

Sector: Commercial





Project Details

Client Overview

Chubb hired our teams as part of a broad initiative to create a modern, welcoming, and functional environment for staff and visitors while reflecting the company's commitment to enhancing culture.



Project Overview

Factotum provided comprehensive project management and CDM (Construction Design and Management) services for the total refurbishment of our client's office, including a reception and canteen area. Our teams undertook a full flooring fit-out, approximating over 12,500 square feet.

The primary challenge was the 4-week deadline, which required meticulous planning and exceptional coordination and execution. These ensured we met all requirements while maintaining our characteristically high-quality safety standards.



Solution

Throughout the planning stages, Factotum's teams brought our tried-and-tested organisation and methodical approach to guarantee a timely and successful project. The overall office fit-out included redesigning the office reception and canteen, with our design teams integrating contemporary design elements with the highest-quality results.

Our team worked tirelessly throughout the four-week refurbishment, overseeing material delivery, subcontractor management, and every aspect of detail required for a successful process from the initial planning to the final resulting installation.

Execution

Despite a tight deadline, this project was completed within the timeframe without compromising quality as each detail was exacted to Chubb's specifications.

The new reception area offers a welcoming first impression, mixing contemporary design with Chubb's corporate identity. Similarly, the canteen's new design functions as a place for staff to relax and collaborate.

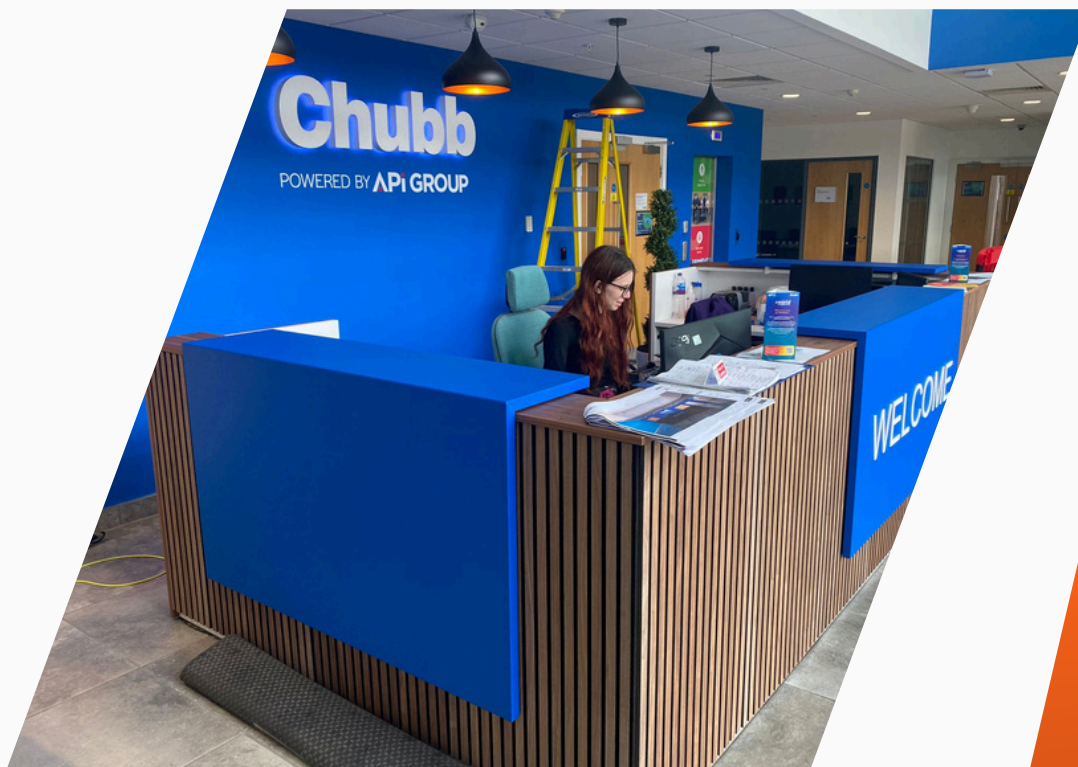


Impacts

Overall Morale: This project had an incredibly positive impact on our client's working environment. Some improvements highlighted an efficient and pleasant atmosphere, maintaining employee satisfaction.

Improved Growth: These upgrades and refurbishments demonstrate Chubb's focus on improvement and innovation, boosting its image and aligning growth with cultural and operational performance.

Organic Traffic: Within six months of the job's completion, our client experienced a 120% increase in organic website traffic and a significant boost in search engine rankings. Their online presence was transformed, leading to a 30% increase in online sales.





Client Satisfaction:

"We are thrilled with the results. Special mention must be made to the onsite team, especially Josh Chessum. Not only was he patient with me, nothing too much trouble and his willingness to go the extra mile to ensure every detail was perfect."

Purchasing Manager, Carissa Kenneford



Conclusion

The refurbishment project is a testament to Factotum's ability to produce flawless fit-out solutions, even when faced with demanding deadlines.

Our technical expertise and dedication to client satisfaction were clear throughout this job, working in tandem with our experienced ability to create environments benefiting overall efficiency and well-being.





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