



# NOVO 1 CONTACT CENTER

Holland, Michigan



## COLLABORATING ON A DREAM CALL CENTER

NOVO 1 operates U.S.-based contact centers, providing inbound and outbound BPO services. NOVO 1 employs more than 1,700 people at five U.S. locations: company headquarters located in Fort Worth, Texas, and locations in Billings, Montana; Denison, Texas; Waukesha, Wisconsin; and the newly added site in Holland, Michigan.

Due to growing demand, NOVO 1 began looking for a new contact center location and selected Holland in 2010 because of the city's available work force, low attrition, high education level, neutral accent, and a state incentive package. A site fitting NOVO 1's needs was located on the city's south side in a large industrial park, and NOVO 1 turned to Interior Concepts, because of their expertise in the call center market, to outfit the center with more than 300 agent stations, testing stations, break rooms, lounge areas, and administrative offices.

The floor plan provides an open and spacious feel and is designed to promote collaboration between team leaders and agents. Colors, lighting, and other features were selected to keep the space modern, fun, and light-filled — including a colorful 340-gallon saltwater aquarium and a gallery of large photographs of top-performing staff. Coordinating the furniture finishes with the colors and artwork, Interior Concepts was able to create an aesthetically enjoyable work environment.

An added benefit to working with Interior Concepts was the customized workstations that feature a locking Chase™ area that secures the customer service computers. This makes it difficult for anyone other than IT technicians to access the computers. Since NOVO 1 works with clients that require data sensitivity, this feature added another level to their already impressive security measures.

Interior Concepts furnishes call centers throughout North America and other nearshore countries, and furnishing a site so close to our corporate headquarters was particularly exciting. Interior Concepts looks forward to working with NOVO 1 as they continue to grow.





# NOVO 1

CONTACT CENTERS

“Our employees and clients enjoy a pleasant and efficient worksite that offers comfort and security as we work to deliver the ideal customer experience for our clients,” says Wilkie. “NOVO 1 has a unique team lead and production design, and Interior Concepts worked with us to develop a tremendous solution. In fact, they suggested the lock-down security features we desired that surpassed our expectations. We believe that Holland is a dream center, and much of the credit goes to Interior Concepts.”

Jack Wilkie  
NOVO 1 | CMO & SVP Business Development

- 1 Administrative office
- 2 Cubicle workstations
- 3 Call center agent stations
- 4 Saltwater aquarium
- 5 Command center
- 6 Team leader stations

- 7 Chase™ wire management with lockable CPU storage
- 8 Small lounge area
- 9 Visitor lounge area
- 10 Break room
- 11 Training room with powered tables



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To see a 3D Virtual Tour of the NOVO 1 Contact Center Site in Holland, Michigan visit [www.interiorconcepts.com/holland](http://www.interiorconcepts.com/holland).



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