



## SitOnIt Seating & IDEON have Answers for Growing Call Center Technology Company

### ABOUT THE PROJECT

Maker of innovative call center technology, inContact is growing at an explosive pace. The company recently consolidated three workspaces – each with its own collection of mismatched furniture – into a brand new, larger building that could house its nearly 1,000 employees. And when they made that move, they knew it was time to invest in new seating. A public company, inContact had to be mindful of the bottom line. InContact worked with design firm Method Studio. And since the company had worked with Sarah Breinholt from Workspace Elements on other projects, when the time came to outfit the large new space, inContact chose to work with her again. She knew that SitOnIt Seating and IDEON would have the flexibility and variety of seating solutions for every corner of the space – at the right price.

### WHAT MADE THE DIFFERENCE?

InContact's needs were varied and specific. They needed everything from task seating to lounge furniture with tablet arms.

For desk and workspace seating, representatives from inContact did a sit test. Torsa came out as a clear winner on comfort alone. The ability to customize Torsa – as well as Wit – and match the color scheme of each floor of the office also impressed the client. In fact, Rio and its wide selection of colors made the perfect multipurpose addition to the order. The company rounded out their task seating with Focus, a choice that's still a cut above the competition with design and features.

InContact also requested a sit test for lounge candidates for their ancillary rooms. Sarah presented the IDEON Composium. The client loved it. And Visit Modular's versatility with tablet arm attachments and the way it worked as a complement to Composium scored big points. But the fact that Knoll textiles were already graded in sealed the deal. With such a massive project, being easy to work with was critical.

### WHAT'S NEXT

The installation was on time and went off without a hitch. Reports back from the company were enthusiastic – it was exactly what they'd hoped for. The call center technology company decided, with such a successful install behind them, to standardize on all the seating for their next building. And with business booming for inContact, that call could come in anytime.

### INSTALL FACTS

**Sales Rep:** Design Source  
**Dealer:** Workspace Elements  
**Time Frame:** January – March 2016  
**Product:** SOI Rio, Wit, Torsa, Focus, IDEON Visit Modular, Composium

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