



CASE STUDY

CUSTOMER SERVICE CENTER



**120,000 SF
NEW LEASE
DALLAS, TX**



PROJECT & SCOPE

- Enhance work environment to increase employee retention
- Optimize expansion options
- Identify existing/future employees by location
- Reduce occupancy costs
- Increase space efficiencies
- Provide redundant electric power
- Campus to house up to 1,200 associates at full capacity including future growth
- Provide redundant phone service

VALUE ADDED

- Prepared demographics for future employee hires
- Enhanced space efficiencies through creative space and building design
- Increased parking at 600 parking spaces per building at no cost
- Negotiated extremely favorable lease terms including Phase II expansion rights
- 500 KVA back up power generator, full UPS system and dual electrical supply from separate substations
- Negotiated reduced electrical cost from service provider
- Total saving/value added in negotiations: \$2.5 million
- Negotiated for Landlord-enhanced base building
- Redundant dual loop for phone and data transmissions