



“New ways of working” at Birmingham Midshires Building Society is a significant element of the Society’s radical re-engineering of its business. Focusing from top to bottom on “customer delight” Birmingham Midshires have made major gains in customer satisfaction and profitability. One of the key thrusts in continuing to improve levels of customer satisfaction has been to combine six existing central offices into a single brand new hi-tech office at Pendeford, near Wolverhampton. Pendeford provides approximately 9,000 square metres of working space, designed to support the Society’s new team working culture.

KI, working closely with their dealer Bristow Design Systems (BDS) and Barton Associates, were selected as the Society’s business partners to support a dramatic change to the Society’s office environment. Approximately 1,000 units of KI’s modular 700 Series lateral files were installed which allow individual locking drawers for employees’ local filing needs within team filing areas.

Ingenious day boxes of various sizes slot neatly into the compartments to provide efficient work in progress filing and support the Society’s clean desk policy. The “day boxes” are easily removed and carried to the workstation.



The KI lateral filing solution is clearly designed to accommodate future change as it could support a full hot desking strategy if required. This simple and effective central filing solution avoids the pitfalls of “pedestal parks” whilst ensuring filing is easily accessible and swiftly retrieved.

Location	Pendeford, Staffordshire
Dealer	Bristow Design Systems
Product	700 Series Storage KI Smart Solutions inc. SmartBox & SmartFile

Birmingham Midshires



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