

# ADC Telecommunications



Telecommunications; Shakopee, Minnesota

## Workplace Issues:

- Flexibility/Ease of Change
- New Ways of Working
- Open Environment
- Space Utilization

## Applications:

- Open Office

**Project Scope:** 1,000 employees; 1,200 workstations; Square feet: gross 580,034; net 506,107

## Herman Miller Products:

- Ethospace System
- Passage Desking System
- Aeron Chairs
- Meridian Pedestals
- Meridian Stackable Lateral Files

## Programs/Services:

- Asset Inventory Management (AIM)
- eZconnect

**Year Completed:** 2005



ADC Telecommunications, Inc., specializes in global network infrastructure products and services that deliver high-speed Internet, data, video, and voice services worldwide. Founded in 1935 and a U.S. Herman Miller customer since 2000, the company is headquartered in Eden Prairie, Minnesota, and maintains sales, manufacturing, and development offices in more than 35 countries.

Following several years of growth, ADC experienced a dip in business in 2002 that made it necessary to downsize some of its operations, including several in metropolitan Minneapolis. But rather than simply liquidate its entire office furniture inventory, the company instead opted to store a portion of it using Herman Miller's Asset and Inventory Management (AIM) system with the support of local dealer Intereum. As a member of Herman Miller's Certified Dealer Network, Intereum uses AIM's web-based software application to manage ADC's furniture efficiently, whether storing or repurposing it.

"We've used AIM to manage ADC's furniture inventory since day one," says Intereum Operations Director Scott Jamison. "When ADC experienced its downturn, we liquidated some of their furniture as they leased out space in several of their buildings. But even then, they had enough ongoing reconfigurations to justify storing inventory in our warehouse."

"We looked at other storage options and talked to other dealers who do warehousing, but we always came back to AIM and Intereum," says ADC Sr. Corporate Designer Kim Gibson. "AIM offers us real-time inventory counts over the Internet. I don't have to rely on a hard copy asset inventory at the end of each month, as some competing systems offer, and I can view my storage whenever I need to. AIM also allows me to order things myself for smaller projects, and I can turn to Intereum for help on the bigger installs."

As ADC's business began to pick up again in 2004, the company started to reclaim its leased space and refurbish offices with its stored furniture as well as new product. Gibson, a longtime Herman Miller customer, makes extensive use of Ethospace for its modular and off-module capabilities. "Ethospace gives us the flexibility to respond quickly to change," she explains. "No other furniture system can be reconfigured as easily or as often." She also favors the system's robust qualities. "Our monitors are heavy. I've seen other system work surfaces bow under that kind of weight. I don't have those concerns





with Etho."

As ADC resumes its carefully measured growth in metro Minneapolis, AIM and Intereum will continue to play an important role in helping the customer meet its workspace needs. "Kim wants us working directly with the other vendors, managing installations within strict time constraints so that workstations are up and running for their first scheduled days of operation," Jamison says. "AIM enables us to verify what furniture assets are presently available in storage, and what new product needs to be ordered."

When it's time to add new Ethospace product, Gibson admits that she occasionally encounters some price-related resistance from department heads. In those instances, she says, "we look at how long the furniture needs to last. If it's 10 years or more, we go with Herman Miller."

