

SAMPLE CALL CENTRE PROJECTS

On a number of call centre projects, the time frames have necessitated the pre-tender, advance ordering and expediting of some materials and equipments. These have included light fixtures, uninterruptable power supplies (UPS), air conditioning units, generators, switchgear and specialized transformers. In some instances, the material was purchased and turned over to the successful contractors; in other instances, the material was ordered and the purchase orders assumed by the successful contractor.

F.C. O'Neill, Scriven & Assoc's. Limited used their knowledge and experience in determining what long delivery items would be encountered in the marketplace. They then adjusted their design schedules to focus on the critical delivery items and prepared documents for the tender of those items. Equally important was the follow-up with the manufacturers, to ensure production schedules were maintained and the material shipped on time.

MTT Call Centre, Halifax, Nova Scotia – 95,000 Square Feet



Staples Call Centre, Sackville, Nova Scotia
- 65,000 Square Feet

EDS Call Centre, Sydney, Nova Scotia – 90,000 Square Feet

EDS Customer Interaction Centre, Port Hawkesbury, Nova Scotia – 50,000 Square Feet

Fairmont Hotels & Resorts - Global Reservation Centre, Moncton, New Brunswick – 30,000 Square Feet



GM Roadside Assistance Call Centre,
Sault Ste. Marie, Ontario
– 34,250 Square Feet

