

Hastings Direct: St Georges, Leicester

Overview

Hastings Direct is one of the UK fastest growing insurance companies. Due to this impressive growth the company needed a property in Leicester to accommodate a new customer service operation that could offer excellent facilities to its skilled and vibrant employees.

Portal delivered Hastings Direct a Managed Office Solution comprising 70,000 sq. ft. of refurbished premium office space over three floors that was designed to their specification and could support over 500 new workstations.

Key Challenges

The company decided they needed to find a new UK-based location that could:

Start with a minimum of 16,000 sq. ft. of premium Category A office space

Was based in an area that had a strong demographic profile that matched Hastings' labour pool requirements

Had the ability to deliver a short-term solution to meet the immediate requirements and the flexibility to expand to a permanent larger solution within an agreed timeframe

Had the flexibility to increase the number of seats in-line with its future business requirements

Core Benefits

- It secured a property in their preferred location that mitigated substantial Capex requirements and provides cost certainty over contract term
- It enabled them to partner with a company that had vast experience in designing and delivering premier Category 'A' accommodation on-time and on-budget
- It gave them the flexibility to offer an interim training facility with options to expand the principal facility in phases over time as dictated by the business
- It freed up valuable management resource

"We can now focus on our own core business. This has resulted in a low risk and cost-effective property strategy and we're really pleased with the services delivered to us."

Director of Risk & Business Services at Hastings Direct, David Walker



What Was Included In The Solution

The workspace delivered to the client by Portal provides:

- 70,000 sq. ft. of refurbished office space (in three phases) designed to meet Hastings Direct's exact needs.
- A vibrant working environment that includes:
 - Bright, stimulating open plan contact centre environment
 - Conversation pods and auditorium style "huddle" team meeting areas
 - Various Training and meeting rooms
 - Welcoming reception area
 - Locker areas for staff possession's
 - Breakout areas
 - Restaurant



Portal's on-site service provision comprises:

- Qualified on site manager providing a single point of contact for Hastings Direct and regular reporting on key KPI's.
- Security – CCTV, Security Guarding, Access Control, Fire & Alarms
- Environmental management
- Supplier management, health and safety and day to day running of the site.
- FM provision throughout, including cleaning, maintenance and security delivered to stringent SLA's
- Reception services
- On site security