



Connecticut Water

Space and tech solutions that prioritize hybrid

Change Management, Concept Design, Flexible Workplace Consulting, Interviews, Occupancy and Observation, Pre-Design, Spatial Analysis and Test Fits, Survey, User Research

2024
Middletown, CT
40 staff
8,500 sqft

Connecticut Water's offices were set up for individual work, but after the pandemic, their workers were largely hybrid, and their buildings couldn't accommodate dedicated desks for a growing workforce. Leaders wanted worker-friendly and efficient offices that could serve this larger workforce, without enlarging their physical footprint. Additionally, office tech wasn't meeting the needs of their distributed workforce, office space was dark and uncomfortable, and leadership was worried about a loss of organizational culture.

PLASTARC collaborated with Connecticut Water to test ideas around new ways of working, recommending strategies to maximize the work experience with minimal architectural interventions. Through our discovery process, they gained clarity on their needs, giving them a head start in discussing workplace improvements with leadership. When a real estate opportunity arose, they were prepared to take full advantage of it. By refining their approach to collaborative models and diverse workstyles, they enhanced their in-office experience and positioned themselves for future success.

METHODS

- Facilitated workplace discovery to better understand future workplace requirements
- Delivered hybrid work trend briefings
- Analyzed data to support informed real estate decisions
- Test new ways of working to enhance workplace experience

KEY VALUES & OUTCOMES

- Tested flexible workspaces to adapt to evolving work patterns and space utilization
- Established a social hub with a range of seating types to provide alternative work points
- Converted key individual offices to flex meeting space and shared offices
- Developed a policy to support the company's desired 3-day/weekly RTO objective, with enough work points to accommodate a growing workforce with diverse needs
- Provided flexible remote set-ups with laptops and docking stations to close performance gaps