PEPPER AUSTRALIA
Sydney Offices
North Sydney 2060
Parramatta 2150

Services
Design
Strategy
Implementation

Solutions
Audio Visual
Collaboration and Interactivity
Media Distribution
Workspace Management
PROJECT BACKGROUND

Pepper Group is a top 500 ASX-listed financial services company, providing specialist experience in its core disciplines of Lending, Advisory and Asset Servicing across the residential and commercial property sectors - as well as in consumer, auto and equipment finance. Pepper has offices across Australasia, Asia and Europe harnessing innovative technologies and the human side of its business. With over $50.8 billion in assets under management as at 31 March 2017 – comprising $7.7 billion in lending assets and a servicing portfolio of $43.1 billion, they are a global leader in alternative solutions.

In mid-2016, Pepper Group committed to a head office relocation and with it a commercial lease within the vibrant and ever expanding North Sydney foothold. Further, the Group’s commitment extended to a refresh of the Parramatta office with the view to replicate and build on the North Sydney project.

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Pepper engaged POMT to provide final design and coordination, implementation planning, user acceptance testing and day two managed services for a number of key workplace technologies and collaborative solutions for the new office. POMT together with Innova-Tech Consulting and Buildcorp Interiors completed the North Sydney project in time for the early 2017 first day of business whilst Parramatta was placed into production in mid-2017.

BRIEF

The workspaces and meeting rooms in Pepper Group’s new Australian head office in North Sydney and Parramatta location had to meet the company’s vision of creating an agile and mobile workforce, reflecting the company’s culture and brand.

“Pepper Group is a relatively young and dynamic company; very forward-thinking and very keen to push the boundaries of what is possible with the technologies that they are implementing for their staff,” explained James Dixon, IT Project Manager at Pepper.

“Our main objective was to design and implement technology solutions to create seamless and consistent working spaces for teams to work together in an agile way.”
“POMT is an industry leader in agile fitouts, with a lot of experience in both design and implementation for this kind of environment, and for us that was key. We definitely wanted the experience and we definitely needed the process that we’ve seen with these guys,” said Dixon.

The project encompassed traditional audio visual spaces, video and audio conferencing technologies, and room booking system. The solution was implemented for large presentation spaces, executive boardrooms, small and medium general working spaces and collaborative environments.

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“Pepper’s environment prior to this project consisted of a disparate set of technologies that inhibited the users from working in an agile environment,” said Brigham Milne, Business Leader at POMT.

Pepper’s former head office was reliant on failing or degraded AV and was not geared towards collaboration or supporting an agile environment. Meeting space controls were complex and highly manual, non-intuitive and inconsistent for users, a situation that was hampering the business.

“We wanted to enable all of our meeting spaces with technology that could be easily used by the workforce to encourage collaboration and work together on projects and day-to-day activities, as well as being able to connect to their colleagues in the region – internationally and domestically,” said Dickson.

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SOLUTIONS DEPLOYED

“The key technologies for us are the Polycom Trio and Group Series audio and video conferencing, integrated with Skype for Business, which enables our workforce to collaborate and share screens, and communicate with external parties as well as our own internal staff,” continued Dixon.

To arrive at that point, Pepper and POMT undertook a series of facilitated and structured design briefings and workshops, before moving onto the onsite installation and testing process. Pepper’s key stakeholders and HR team involved in the workshops centred on the pattern of behaviour they wanted to have adopted in the new building – and POMT designed the technology around that to be conducive to and to encourage that behaviour.
The new office space provides facilities for stand-ups, encourages collaboration via whiteboards, and has made it seamless for international colleagues to participate remotely in meetings.

“We had a very positive experience, a very integrated experience working with POMT. Through the design briefings, we developed a de facto standard, that is cohesive and consistent across the workspaces,” said Dixon.

“All our spaces have been well received and the consistency translates well throughout both in this building and in the other buildings that we are looking to roll out in the future.”

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PROJECT OUTCOMES

- **BUSINESS TRANSFORMATION**
  Facilitating an agile working environment and providing greater collaboration with staff, partners and clients from around the globe.

- **ESTABLISHING STANDARDS**
  Setting a series of standards for collaborative spaces and meeting rooms for future office fitouts and refurbishment to ensure ease of use and high adoption rates for Pepper staff.

- **BUILDING BRAND**
  Creating a workplace that reflects Pepper’s culture and brand as a dynamic, forward-thinking financial services provider.