UNICOR

# CASE STUDY NO. 2
# COPELAND SOLDIERS SERVICE CENTER
# FORT HOOD, TEXAS

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Master sergeant sandra turner
Fort Hood, Texas

# SMOOTH TRANSITIONS

Whether dealing with re-assignments, or moving into civilian life, the transitions of a military career can be a complicated process. To help simplify this process for the soldiers and families of Fort Hood, the army created the Copeland Soldiers Service Center. This facility is a three-floor complex that houses 24 different military and civilian agencies in more than 104,000 square feet of space.

There was no "simple" solution for this space. From medical and dental, personnel and transportation offices to lecture halls, the Copeland Center needed furnishings that not only allowed for this multiplicity of services, but for its reconfiguration, durability and customer appeal.

According to Master Sergeant Sandra Turner, "The Copeland Soldier Service Center was designed to serve as a one-stop processing center for the installation and the community."

# SEAMLESS PROCESS

The furniture that was selected was from the Crescendo Line from UNICOR. We installed 147 different workstations, Crescendo desks, files, overhead storage and other pieces that provided a better usage of space that would serve more than 1,000 people a day.

In addition to the furniture line, the performance of the UNICOR personnel allowed for a seamless move from design to installation. Since the project spanned more than 18 months, the Army assigned several points of contact throughout this process. This made UNICOR the consistent element for newly assigned project managers. It also gave UNICOR the opportunity to exceed expectations, especially as project specifications changed, and configurations needed to be reworked. With every element of the process, UNICOR delivered and installed products on time and assisted each new project manager to complete their assigned tasks in a simple and efficient manner.

Master Sergeant Turner, one of the last managers assigned to this project was, very happy with the results. "UNICOR's concern to make sure our needs were met was outstanding. From the designer to the installers, the ability to adapt to change was an important factor in making the project a success."

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## PROJECT FACTS

New Construction

104,613 square feet

147 offices

Staff capacity of 324 personnel

Services 1,310 individuals per day

Crescendo Line