

Constant Technologies, Inc.

Improving Operations Center Functionality: How Design Plays a Role



Introduction

When considering the interior design of a space, it's important to remember that even a workplace is more than the sum of its functional elements – it's also a place where we spend many of our waking hours. The design of a room or work environment can influence emotions, even helping to reduce stress or increase focus and productivity. This is especially impactful in 24/7 operations centers, where critical stakes are the norm.

Designing for Operators

Operators work long shifts in these round-the-clock environments. When you spend so much time in a space, it's important that the overall look and feel sets the foundation for a healthy mindset. Our surroundings can play a powerful role in influencing our lives and emotions. Many elements of the design could be specifically selected to positively contribute to the operators' mood. When designing your ops center, keep in mind not only the technical functions. As you begin to outline your goals for the space, it might also be helpful to think of words that describe how you want operators in your ops center to feel. Focused? Motivated? We can work with your designers to create a cohesive overall plan to create a space that facilitates these operator experiences.

Another questions to consider is, does your current operations center design make it easier or harder for your operators to do their best work? The physical spaces we occupy can make work harder or easier based on the arrangement and flow.

Emphasize what you want them to pay attention to, and de-emphasize what you don't. In addition, you can empower your operators to make healthier decisions by incorporating features such as sit-stand consoles to encourage movement during long shifts.

Designing Experiences

Powerful design also considers the creation of moments and experiences within the space. The design of a space, even a workspace, guides you through a series of moments. In a command-and-control environment, what typical situations could be enhanced by thoughtful design? One example would be incorporating collaborative spaces within the operations center to promote team work and ensure an open flow of information.

Many operations centers serve dual functions as 24/7 monitoring hubs as well as important stops on site-tours that can showcase your organization's responsibility. What "moments" do you want to create on these tours? As an example, Carnival Cruise Lines features a "wall of history" in their fleet operations center which includes a timeline of the company's significant moments. This creates a moment of pride within their mission critical space. Other elements of site tour design can include incorporating standing height huddle tables in the rear of the operations center or an adjacent glassed off conference area. It's important to give visitors a great view of your operations center while not distracting the operations center staff.



Design elements that impact mood

In recent years, extensive research has been conducted into components of design that improve workplace mood. These can include elements such as biophilic design and lighting. Biophilic design, in simpler terms, is all about bringing the outside in. Studies have shown that it can improve both happiness and productivity in the workplace. The application of biophilic design can include everything from mimicking organic shapes and using natural materials to more overt applications such as natural lighting and implementing “living walls” of plants in a workspace.

Another element of mood design is lighting. In addition to its basic function of illuminating a space, the light in an operations center can be used to emphasize particular elements and direct line of sight, aiding in the creation of “moments” discussed above. It also plays a significant role in generating the atmosphere of a room. Using high contrast lighting in a dim space can create a sense of drama well-suited to command centers frequently used for tours. Calm, suffuse light creates an atmosphere of focus, while bright lighting promotes an energetic, wakeful space.

From ambient lighting that illuminates the whole space to accent and task lighting, our project managers and designers can collaborate with your lighting engineers to develop a plan that is most functional for your unique space. We have even created consoles with LED lighting elements to

contribute to the drama and sense of fun in an operations center.

Constant Technologies operations center design

Constant Technologies integrates video wall systems as well as creates custom consoles. We also design the overall layout for your space in keeping with best practices for productivity, collaboration, and ergonomics. More than just the furniture and AV, however, we can make sure that our products fit in with your overall space design for a cohesive and pleasing effect. We will partner with your interior designers, architects and facilities teams to create what best fits your space’s overall aesthetic goals as well as the overall purpose of the room.

We custom create our operations consoles to your specifications, and while certain styles are more popular than others, we can build them using a wide array of colors and finishes. Your mission critical space should reflect your organization’s personality, whether that includes neutral tones or bright pops of color.

It takes specific expertise to create a high-performing, state of the art command center – something Constant has specialized in for over 30 years. Not only can we provide that expertise, we can give you something completely personalized, not generic. We know these decisions are a big investment, and you want to make the best use of your money and time. At Constant, we’ll make sure that all the technical elements are perfect – and then we’ll go the extra mile to make sure that the end result is in line with



your overall vision for the space. If you're ready to start working on your unique and thoughtfully designed operations center space, reach out to us today.

About Constant

Constant Technologies, Inc. is a premier mission critical systems integrator providing customized audiovisual integration of large scale operations center video walls and control center console furniture worldwide. With over three decades of experience, Constant's team has the knowledge and clearance to work with sensitive environments in both the public and private sectors and has implemented turnkey solutions all over the world. Constant designs, installs and services projects of all scopes and sizes to create solutions with the highest levels of security, aesthetics and functionality in mind. Some of Constant's installations include: EOC builds, Network Operations Center design, Fusion Centers, Security Operations Centers, Control Room Design, Social Media Command Centers, and other command and control environments.

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