

# Case Study



## Tandem Law

**Tandem Law's new offices reflect their team-based, client-centred approach to family law. Stepping away from a traditional approach to office design, their open-concept work environment favors diversity, choice and wellness in an open office environment where its occupants are free to work anywhere.**

### Products:

Flexible furniture for the entire office including open, closed and collaborative areas

### Rethinking the Traditional Law Office

Tandem Law, based in New Brunswick, Canada, specializes in family law with a focus on personalized attention, and teamwork. Their client-centered approach to their practice, combined with a defined growth strategy, laid the foundation for a fresh new vision for the design of their corporate offices – a vision that supports what is required today, not what was expected in the past. Starting in a new building, with a mission to build an engaging, invigorating and supportive environment for their clients and employees, their first step was to move from a closed to open plan environment and a concurrent departure from the one-person-one desk concept. This meant that not only support staff, but lawyers as

well, would no longer have their own offices or assigned workstations. This departure from traditional planning modes opened up a host of possibilities for Tandem's partners, employees and clients alike. With valuable square footage no longer tied up in private offices for lawyers, whom for significant amounts of time are not in their office, more room was made available to plan in other spaces.

## Designing in Teamwork, Inclusivity and a Sense of Place

Occupying two floors, the first floor of Tandem is dedicated solely to client space. It combines a welcoming self-serve café with a variety of meeting spaces. In this space, clients now feel more comfortable and at ease, removed from the hubbub of the activities of other lawyers and their support staff.

The second floor incorporates a diverse range of spaces that support an equally diverse range of work styles. Tracy Peters, Partner, explains, “We spend a lot of time at work, so we wanted to make everyone’s time here invigorating, comfortable and healthy.” That meant planning in a kitchen and a gym along with a variety of collaborative and private, focus spaces featuring a variety of collaborative seating solutions. From tablet chairs to modular lounge seating to focused-work task chairs, all types of work is supported while integrated fabrics and finishes ensure aesthetic continuity. Height-adjustable work surfaces carefully dispersed throughout the space and a variety of options to revive, nourish, focus and collaborate contribute to a space that supports employee mobility and productivity.

Tandem Law’s inclusive, team based culture is now embedded into the DNA of its headquarters. It is a fluid, nimble environment where space is allocated according to task not status and where everyone has a place. Communication is greater and teamwork is facilitated. Sheila Cameron, Q.C., sums up, “Everyone is at the table here. Our workspace embodies our friendly, comfortable mentality. As a result, the team works much better, and if the team works better then we know we are delivering a better client experience.”



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Tracy Peters, Partner