



## **WHY RESOLVE® — THE RESEARCH BEHIND THE PRODUCT**

**RESEARCH SAYS:** The average churn rate for all industries grew 14 percent over the last decade of the 20th century to reach an **AVERAGE ANNUAL CHURN RATE OF 44 PERCENT**. Increasing churn requires **FREQUENTLY DISCONNECTING AND RECONNECTING** networked technology and appliances. Architecture, interior spaces, and even corporate cultures are **TAKING ON A HIGHER LEVEL OF OPENNESS AND TRANSPARENCY**. Emphasis is shifting to the **EFFICIENT AND APPROPRIATE USE OF MATERIALS** in design and open, light architecture. **RISING REAL ESTATE COSTS** demand efficient use of space, while performance needs require that **SMALLER WORKSPACES SAFELY AND COMFORTABLY SUPPORT WORKERS**. Paper is now primarily a display medium; to serve its function, **PAPER MUST BE KEPT ON DISPLAY**—visible and accessible, out in the open. Many companies are **MOVING FILING OUT OF WORKSTATIONS** and into archival off-site storage facilities or **SHARED ON-SITE STORAGE AREAS**. As technological tools become more mobile and dispersed, **STANDARD “COMPUTER SUPPORT” FURNISHINGS BECOMES LESS RELEVANT**. Companies require ways to **DELIVER BRAND MESSAGES** for differentiation in competitive markets while **CONVEYING A SENSITIVE UNDERSTANDING OF REGIONAL CULTURES**. Work environments that provide richer, more **MEANINGFUL CONTEXTS MAY ENHANCE COGNITIVE PERFORMANCE**. The amount of **SUNLIGHT PENETRATING INTO THE WORKSPACE** has a significant direct effect on **JOB SATISFACTION AND GENERAL WELL-BEING**. Young adults place a heavy **EMPHASIS ON CONTROL**, both over others’ access to them and over the **PERSONALIZATION OF THE OFFICE SPACE**. As employees are given greater flexibility to choose where and when they do their work, the role of the **WORKPLACE BECOMES INCREASINGLY COLLABORATIVE**. Many workers rate **“COLLABORATION WITH COWORKERS”** as more **ESSENTIAL TO THEIR PRODUCTIVITY** than either “privacy” or “quiet places.” People **LEARN MORE QUICKLY** in work environments that permit overlapping of different specialties or **“COMMUNITIES OF PRACTICE.”** A stimulating environment, one that **ALLOWS FOR INTERACTION AND VISUAL DISPLAY**, may be an **AID TO CREATIVE PROBLEM SOLVING**.

## THE DESIGNER

Herman Miller and designer Ayse Birsel examined the full range of work trends occurring throughout North America and the world. They saw the sweeping and ongoing changes in people, the rise of collaborative work, and the expansion of complex technology as a great opportunity to reexamine the work environment and “re-solve” critical issues. The result of this inquiry is the Resolve system.

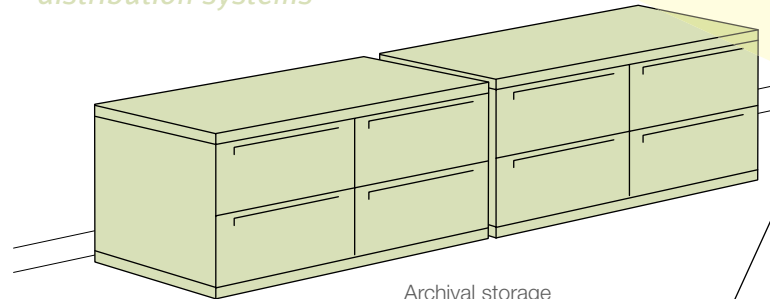
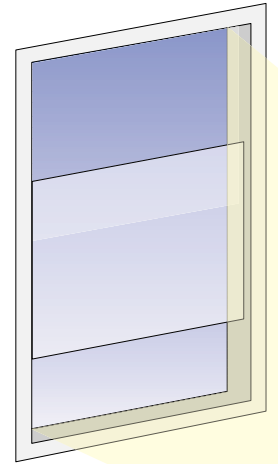


AYSE BIRSEL

In addition to garnering several industry awards for design and innovation, Resolve was chosen by the Museum of Modern Art in New York City for its permanent collection. This recognition underscores how effectively Resolve combines unique appearance with practical function.

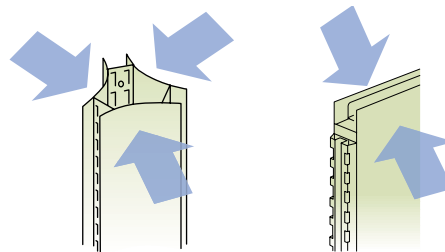
## THE RESULTS OF RESEARCH-BASED DESIGN

Organizations can choose “smart” furniture (with power and data delivery in Resolve’s overhead truss system), or they can choose a raised floor with furniture that does not have power and data distribution built in (Resolve short poles without trusses) so that they never have to pay for two distribution systems

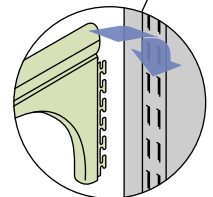


Archival storage integrates with Resolve and supplements appropriate storage components in individual workstations

Poles compress the function of a panel to its essence for full performance in less space



Poles support work areas on 3 sides versus 2 sides on a traditional panel



Infrastructure and components attach by inserting hooks into slots in the pole for easy installation, most without tools

*Lightweight, reduced-mass components make handling easy, even for one person*

*Openness encourages people to connect for resourceful interaction that leads to innovative thinking and increased productivity*

Separating power and data overhead from work areas below allows organizations to reconfigure furniture and data networks without causing employee downtime

Overhead truss system allows IT technicians to easily lay in cables for faster installation

Lean, open structure gives people views to the outside and lets natural light penetrate for increased worker satisfaction

Removing and replacing screens occurs without disrupting workers

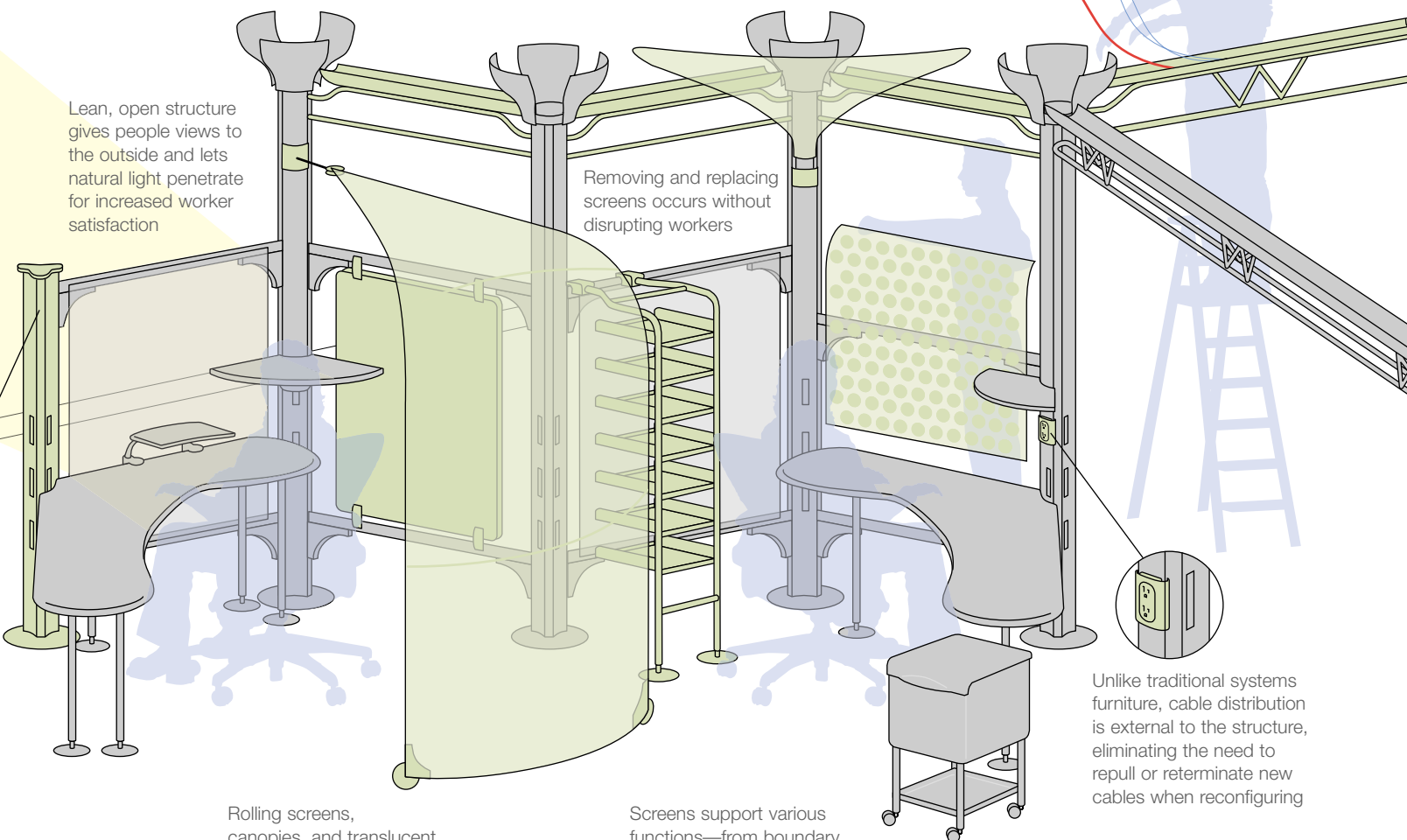
Unlike traditional systems furniture, cable distribution is external to the structure, eliminating the need to repull or reterminate new cables when reconfiguring

Rolling screens, canopies, and translucent screens define space and modulate privacy without using solid walls

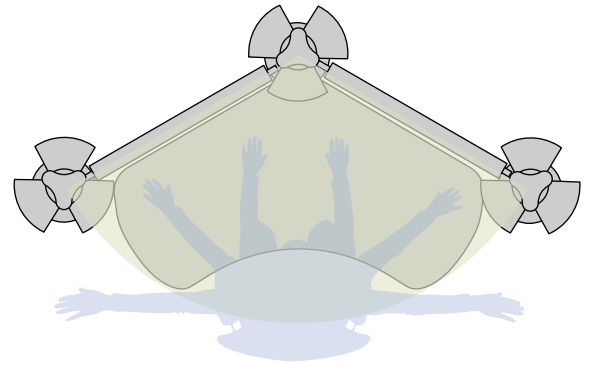
Screens support various functions—from boundary to display to marker—and allow fast reconfiguration

*Changing screens costs up to 70 percent less than refurbishing panels for an easy, inexpensive way to keep pace with color trends*

*Open design gives team members visual and acoustical access so they learn from one another faster, with less formal training*



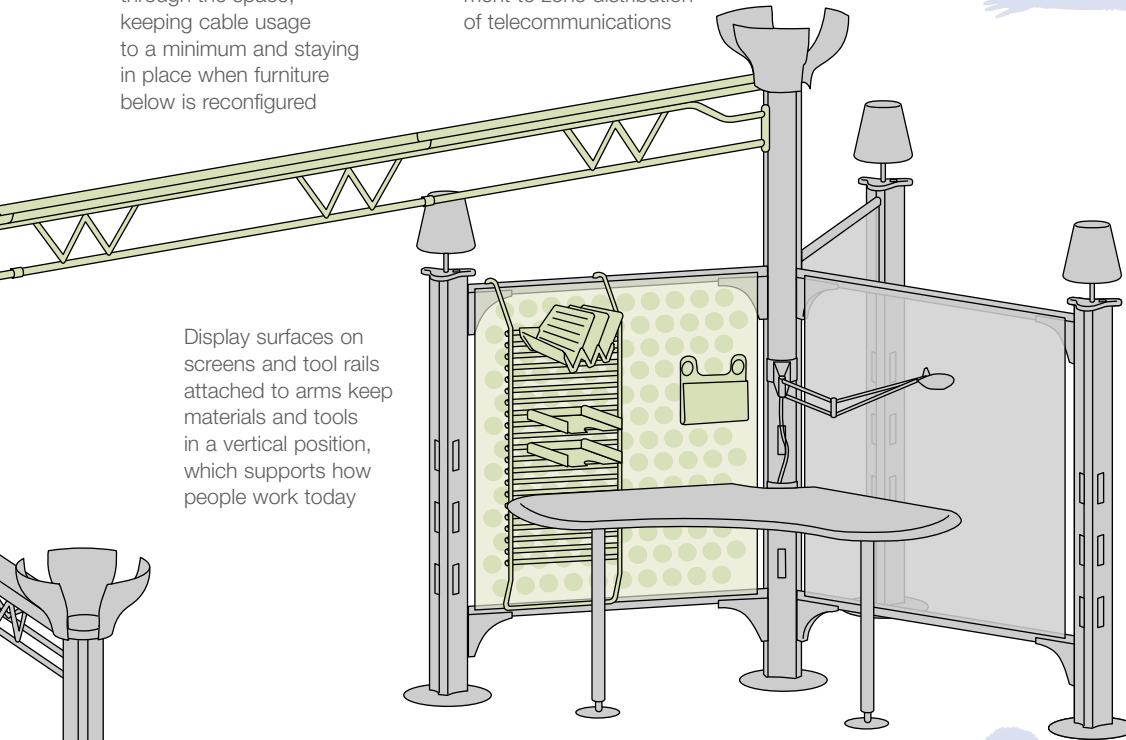
*Installation and reconfiguration occur 6 to 30 percent faster than traditional systems furniture*



120-degree geometry translates into highly efficient spaces that keep everything within arm's reach

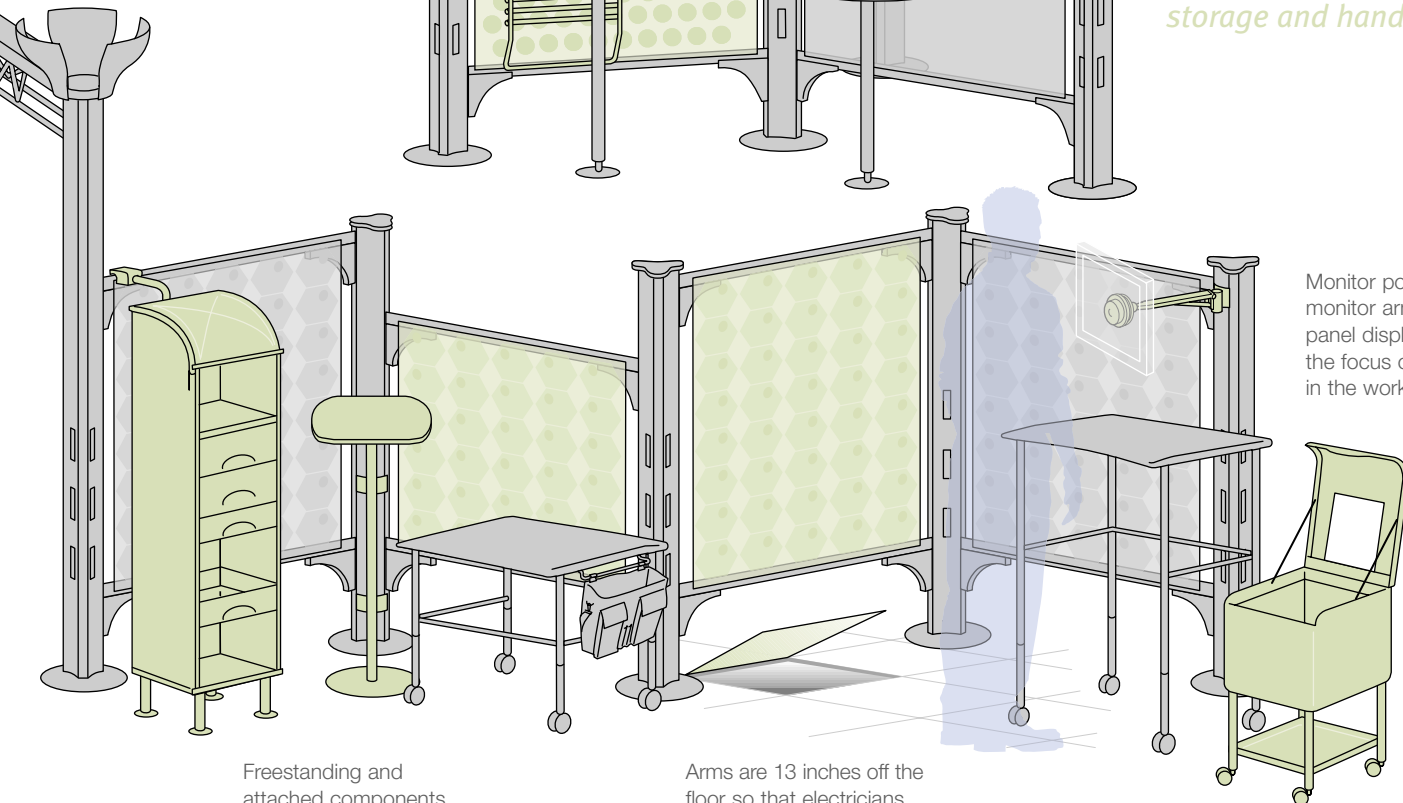
Truss layout can take the most efficient path through the space, keeping cable usage to a minimum and staying in place when furniture below is reconfigured

Overhead truss system provides an ideal complement to zone distribution of telecommunications



Display surfaces on screens and tool rails attached to arms keep materials and tools in a vertical position, which supports how people work today

*Disassembled workstations occupy one-third the volume and weight of traditional workstations, reducing storage and handling costs*



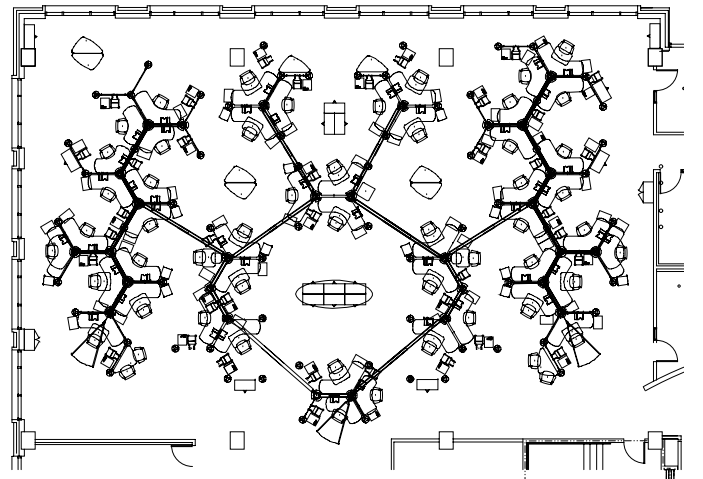
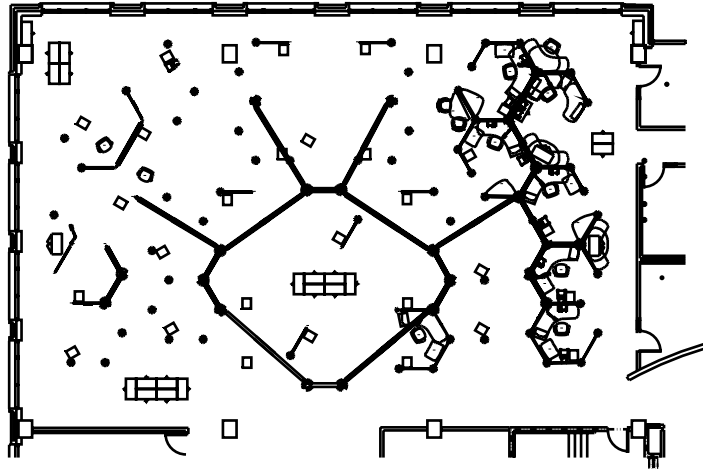
Monitor pods and monitor arms for flat panel displays keep the focus on the monitor in the workstation

Freestanding and attached components provide an appropriate amount of storage for individuals

Arms are 13 inches off the floor so that electricians and IT technicians have clearance to easily remove raised-floor tiles and access power and data

Mobile file bins keep frequently used files and documents close at hand


*Poles are less likely to interfere with raised-floor tiles compared to traditional systems furniture panels*







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