

HARVARD PILGRIM HEALTH CARE

Quincy, Massachusetts

Client: Harvard Pilgrim Health Care



As Elkus Manfredi's design of Harvard Pilgrim Health Care's new Wellesley corporate headquarters was underway, the company also retained Elkus Manfredi to program and design a second 240,000-square-foot space for 1,000 employees in Quincy to serve as a center for IT operations.

Programming was a central factor in both projects, as Elkus Manfredi worked to support the business objectives of the new company being formed by a merger between Harvard Community Health Plan and Harvard Pilgrim Health Care. Designing the new facilities, formerly housed in 11 different buildings, involved hundreds of interviews to determine and design to company goals for personnel reorganization, consolidation, and downsizing. Elkus Manfredi's strategic analyses revealed a corporate-wide desire for a culture of access and enhanced communication, and the need for flexibility to allow for quick response to changing market conditions with minimal cost impact. The transition was made to open workstations, 80 percent of which were one size under a universal planning strategy.

To provide privacy, conferencing areas were created in both a formal conference configuration as well as smaller rooms of varying size and character on the office floors. A state-of-the-art training facility, cafeteria, convenience store, and café area are among the high-end amenities enjoyed by Quincy employees.



