

success

PayPal

- Online payment service firm
- Founded in 1998 and acquired by eBay in 2002
- Customer Service and Operations Center located in La Vista, Nebraska



customcable.com

Corporate Office
3221 Cherry Palm Dr.
Tampa, FL 33619
Tel 813.623.2232
Fax 813.623.3534

Anaheim, CA

Orlando, FL

Challenge

Since its 2002 acquisition by eBay, PayPal has been growing by 30,000 customers per day. In 2003, the online payment service firm moved into a 115,000 square foot Nebraska location with 600 employees. In only a year, the company reached its facility's capacity at 1,300 employees.

"We needed a building that could be easily reconfigured, whether to add seats in certain places, conference rooms, or training facilities," said Ryan Downs, PayPal's vice president of operations.

PayPal hired Workstage—a joint venture of Steelcase and real estate investor Gale Co.—to design, build, fully equip and furnish a new Customer Service and Operations Center in a matter of months. Workstage streamlines processes throughout its building projects and takes a kit-of-parts approach to construction rather than build from scratch on site.

Solution

Custom Cable played an integral role in Workstage's rapid response, outfitting the Center's raised access floor with pre-assembled, modular, plug-and-play systems for voice and data.

We engineered and built zone cabling systems during the building's construction. Unlike traditional homerun cabling, zone systems allow workplace reconfigurations that are low-cost, quick, and minimally disruptive to work.

The systems shipped out pre-cut, labeled and tested—and accompanied with engineered drawings to guide installation.

Results

As usual, our pre-assembled zone cabling solution reduced the installation timeline by 50%.

Today, PayPal is delighted with the facility that matches its dynamism—quickly changing and growing to meet the needs of a booming marketplace.

"We have made something like 15 substantial changes over the last year, and they have been relatively affordable and easy to do," says Downs.

"Internet connectivity, network connectivity, is essential to a business like ours, and this building has incredible capacity to serve us in this area."