



DESIGN

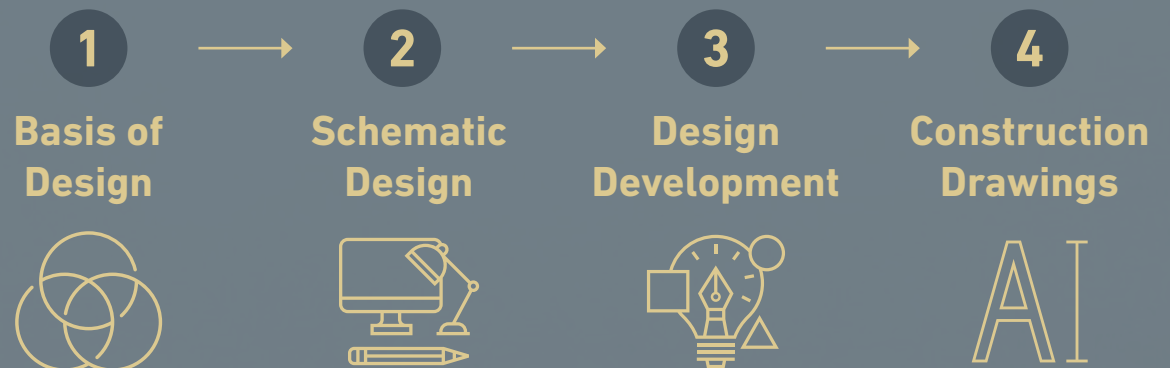
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LEVEL5 combines strategy and vision, seamlessly blending your brand into a physical space. We create facilities that support your specific business needs, improve operations, and embody your unique voice.

L5 begins assembling the puzzle pieces in the design process considering:

- Site parameters
- Operational Needs
- Budget
- Schedule
- Brand/Culture
- Local Characteristics
(Materials and Skillsets)

We are expert at fitting these core drivers together through a design process resulting in a physical space that constantly reflects your place in the community:





DESIGN

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LEVEL5 works throughout the design process using the Member Journey as a basis ensuring positive Member Experience. What is the difference in Member Experience and Member Journey?



Member Experience:

Everything a member thinks and feels about your institution based on their interactions.

Member Journey:

All the touchpoints between the institution and a member. Understanding the intended Member Journey is critical to guide us in:

- Facility function
- Operational organization
- Optimizing efficiencies
- Selecting design features
- Defining employee roles
- Technology strategy