



Brochure 2024

obsidian

Innovate with Integrity. Thrive in Exclusive Excellence

Serviced Offices

Meeting Room Hire

Virtual Offices

“On behalf of the entire Obsidian Offices team, I extend a sincere welcome and thank you for considering us for your workspace needs.

For 60 years, Obsidian Offices has been built upon a foundation of core values that guide everything we do.

This brochure will introduce you to the exceptional office environments we provide, but more importantly, it will showcase how these values translate into tangible benefits for our members. You'll discover **a workplace that fosters ethical practices, cultivates a vibrant business community, offers a sense of exclusivity, prioritizes long-term stability for your business, and embraces a commitment to our environmental responsibility.**

We are more than just a provider of office space – we are your partner in success. We invite you to join our thriving community and experience the difference that a well-established, values-driven workspace can make for your business.

At Obsidian Offices, we believe your workspace should be more than just an address. It should be a reflection of your company's values and a springboard for your success. ”

Jordi Morell

Managing Director

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Obsidian Offices offers flexible serviced office space that grows with your business. Choose from various sizes and furnishings, and leverage our facilities as needed. We pride ourselves on dependable service, allowing you to tailor your experience. Focus on your business while we handle the details, making your time with us enjoyable. Whether you're a startup or established company, we have the perfect solution to maximize your success

Serviced offices offer a hassle-free workspace solution. With **flexible terms** and all-inclusive amenities like furniture, utilities, and meeting rooms. Focus on your business while the on-site staff handles reception and maintenance. **Scale up or down** easily as your needs evolve, making serviced offices ideal for startups and growing businesses.

Professional Office Space



Starter Office



A starter office is the perfect solution for 1-2 people. It is a great transitional office, to adjust from working at home, to working in an office environment.

Perfect while you are growing your business & comes with or without furniture & 24 hour access



Small Office



Our small offices are perfect for 2-4 people. It is the next step if you wish to expand and take on one or two members of staff.

Flexible solutions at Obsidian mean that as you grow, we can move you to a larger office to reflect that growth and need for more space.



Medium Office



Our medium office is suitable for up to 5 people and are perfect for a growing and thriving business.

With room for storage within the office space for a table and chairs it is ideal for strategizing and focusing on your vision for your business.



Large Office



Our large offices are suitable for up to 12 people (508 sq. ft).

Perfect for a call centre style setup with space for islands and desks.

Configuration of all our offices is totally up to you and you are able to modify the office to suit your needs.



What do I get with a Serviced Office?

- Desk
- Chair
- Cleaning
- Heating
- Lighting
- Parking
- 24 Hour Access
- Reception Services
- Kitchen Facilities
- Registered Business Address
- All Business Correspondence can be Received on your Behalf
- Parcels Received on your Behalf
- Access to Meeting Room Facilities
- Access to Network Printer
- Access to Telephone Answering Services
- Access to Administration Support



Offices available from
1 - 12 people





Optional Extras

- Internet
 - Telephone Handsets
 - Call handelling
 - Meeting Room Hire
 - Printing and Scanning
 - Administrative Support
 - Sundries including stationary and tea and coffee suplies
 - Postage including Recorded and Special Delivery
 - Sending parcels
- 





- **Superfast Fibre Internet:** Your own private line directly to your office available up to 1GB.
- **Flexible terms:** contracts are rolling monthly allowing you the flexibility and scalability a growing business needs.
- **Support:** the support team is available 24/7.
- **Supercharged Speeds:** Fibre optic internet offers significantly faster upload and download speeds compared to traditional copper cable connections. This means quicker file transfers, smoother video conferencing, and a lag-free experience for cloud-based applications.
- **Uninterrupted Reliability:** Fibre is less susceptible to interference from electrical signals or weather conditions, resulting in fewer outages and a more dependable internet connection for your entire office.
- **Enhanced Business Collaboration:** With high bandwidth, multiple employees can work on large files simultaneously, participate in video calls with ease, and access cloud storage without slowdowns, boosting overall collaboration efficiency.
- **Future-Proof Technology:** Fibre optic cables can handle much larger data capacities compared to traditional cables. This ensures your office internet stays ahead of the curve as technology advances and data demands increase.
- **Crystal-Clear Voice & Video:** Fibre optic internet translates to high-quality voice calls and video conferencing with minimal lag or dropped connections, fostering smoother communication with clients, colleagues, or remote workers.



- **Integrated Business Communication:** HiHi2 goes beyond just making calls. It offers features like in-built video calling and a detachable tablet, making it a one-stop shop for business communication and collaboration.
- **Flexibility for Remote Work:** The detachable tablet allows you to take your calls and work functions on the go, making it ideal for remote and hybrid work environments
- **Seamless Call Management:** HiHi2 integrates with a mobile app, allowing you to answer calls from your desk phone on your smartphone and vice versa. You can also access call history and contacts from any connected device.
- **Customizable Work Experience:** HiHi2 is Google certified, letting you download business-related apps from the Google Play Store to personalize your work phone and boost efficiency.



From £10.00 per
handset per month



What is a Virtual Office?

A Virtual Office in literal terms means that you have an office address, an office number and a Virtual Receptionist with us but you don't have a physical office space at Obsidian Offices.

You have the option to hold meetings, using one of our Meeting Rooms, which can further reinforce the illusion that you have a physical office. It provides the perfect corporate image through a completely virtual presence. A professional and welcoming image is projected to your customers over the phone through our fully staffed reception desk.





We came to Obsidian as they're perfectly located for us and they offer a range of services we can pick and choose from/bolt on as and when needed but we've stayed for the quality of service; they're big enough to handle anything and small enough to care.

One example being that they kept an eye out for receiving our google verification code in the post while I was on holiday and emailed the code through to me as soon as it arrived so we didn't miss the deadline for verifying our profile address; add in the 'keep in touch' contact through the COVID-19 and you know you're more than an invoice to them

Charles O'Kell, UK Pro Build



Telephone Answering Service

Are you plagued by missed calls or messages left from prospective clients with no return information? Did you know that 9 out of 10 people don't leave messages on answer machines? Imagine how many potential customers you have missed because there are times when you are simply unable to answer your calls.



How our Telephone Answering Service Works

Divert your calls to us

You can divert all business calls to us, or if after a certain amount of rings you don't pick up, we can answer the call so that your customers can always talk to someone

We deal with your calls

We can transfer calls to your office or mobile, or we can simply take messages for you. We can also take customer orders or organise engineer visits, depending on your needs.

Our Receptionist will greet your customers

When a caller rings your unique number, our receptionist will answer in your company name

We can forward on any messages to you

We can forward any messages on via email, text message or simply by calling you. Our business is built on customer service. As we are not a call-centre, we understand the needs of all sizes of businesses.



Business Address Service

A Business Address provides a professional image which inspires confidence in customers and suppliers and gives you the practicality of having a physical location



How our Business Address Service Works

Advertise and use our address as your business address

You may use the address as your registered business address with Companies House and you can use the address on your stationary, email signatures and online directories

Your own Personal Assistant will handle your mail

We email you a summary of what has arrived each day. We can accept large deliveries on your behalf which can be held for collection

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- You decide what you want to do with your mail
- We can scan the contents of your letters to be sent to your email or online storage, we can hold your mail for collection or we can forward all or specific items of mail to your home address as and when you want us to
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This is the best virtual service I've ever used. The staff are always helpful and courteous to all my clients. They go to the extra mile to provide thorough and useful messages to myself. This has definitely led to a more successful business and a higher rate of securing appointments.



James McLachlan, M-Survey



Meeting Room Hire

Obsidian Offices provides the perfect environment for your meetings, meeting room hire in Chester needn't be met with trepidation. We have 3 different rooms to choose from, each creating a different atmosphere to suit the tone of your meeting; formal or informal, big or small, training or appraisal.

With a convenient Chester location, free onsite parking and a receptionist to greet your visitors it will create the professional image you need. All rooms come with Wi-Fi and water as standard, and refreshments and lunch can be provided as and when you need them. Give your clients the right impression of your business from the beginning and ensure your meetings go smoothly, every time.

Our rooms are available to hire, Monday – Friday, 8:30am – 5:30pm



Parking

Convenient free parking is available at Obsidian Offices



WiFi

Enjoy free fibre broadband with excellent WiFi capabilities during your meeting



Receptionist

Our professional receptionist will greet your guests and direct them as required



Refreshments

We can make drinks for you and your guests on arrival, or set up a drinks station in your meeting and fresh bottled water is available at all times





The service delivered by the staff at Obsidian is second to none!
The reception team are some of the most professional and helpful I have dealt with and it is always a pleasure to work with them when running training courses or booking out rooms. Nothing is too much trouble and the ladies on reception consistently go above and beyond to help.
Keep up the good work!

Stephanie Leese, GroundWork





- Formal Meetings
- Training Sessions
- Presentations
- Board Meetings
- Staff Meetings
- Strategy Meetings
- Conference Calls
- Video Conferencing

Russell Suite

suitable for up to 20 people



Full professional video conferencing facilities available to connect you with the rest of your team



Engracia Suite

suitable for up to 6 people



- Formal Meetings
- Discussing any HR Matters
- Interviews
- Staff Meetings
- Photo Shoots
- Strategy Meetings
- Looking through drawings or plans
- Presentations



Ricard Lounge

suitable for 2-4 people



- Informal Meetings
- One-to-ones
- Making Private Calls
- Discussing any HR Matters
- Interviews
- Appraisals
- Counselling sessions





We are very pleased with the service that Obsidian Offices provides. the staff are very professional, helpful and friendly. the meeting rooms themselves are very comfortable and quiet. I would have no hesitation in recommending Obsidian Offices to any business.

Terry Phillips, Phillips & Co





The Flexible Space Association is the voice of the flexible workspace industry.

As members of this association we are held to the highest standards of service to customers, and abide by the Code of Conduct set out by FlexSA.

The flexible workspace industry plays a vital role in the UK economy, supporting businesses of all sizes to grow at the pace which is right for them. Bringing together businesses in a flexible workspace encourages entrepreneurship and innovation, and continues development and growth.

The flexible space association promotes the industry to Government, local authorities and the wider business community, to ensure it has the conditions needed to thrive. It provides information on regulations and legislation and updates members on industry news.

Flexible Space Association Code of Conduct

Flexible Space Association Members Undertake to:

1. Always strive to provide the highest standards of service to all clients
2. Promote and maintain ethical standards of conduct, dealing fairly and honestly with clients, suppliers and each other, and honour any contractual arrangements
3. Give accurate representation of the facilities and the costs of services offered
4. Conduct business in a professional way, and not engage in practices which could damage the image of the industry
5. Comply with all necessary legislative and regulatory requirements which are applicable to their business
6. Ensure that appropriate arrangements are in place for insurance, financial and legal matters
7. Not entice clients or staff in breach of contract from other FlexSA members
8. Respect confidential information supplied to them by clients, unless there is a legal requirement to make information available to the authorities
9. Ensure reasonable endeavours are made to operate their business in an environmentally friendly manner
10. Endeavour to raise the standards of the industry through active involvement in the activities of the Flexible Space Association





Businesses are able to commission projects that lead to improvements in their local trading environment through a Business Improvement District (BID).

Sealand Industrial Estate and West Chester Employment Park is a well-established commercial area on the outskirts of Chester, situated 1 mile to the Southwest of Chester City Centre. It has developed an excellent reputation as a place to work and trade in, by both employees and businesses.

As a member of the BID, we have seen several projects commissioned including the installation of CCTV throughout the park, resurfacing of the roads and we benefit from access to free courses such as First Aid at Work, Mental Health First Aid, Fire Warden and COSHH.

www.westcheshirebid.co.uk



We're excited to announce that our building has recently partnered with Green World UK to make the switch to solar power!

Green World UK is a family-run business based in the UK, specializing in providing eco-friendly solutions for homes and businesses. They offer a comprehensive service, from design and supply to installation and after-sales care, for solar PV panels, electric car charging points, and battery storage systems.

By choosing Green World UK for our solar panel installation, we're not only reducing our environmental footprint but also taking advantage of their expertise and commitment to excellent service.

This exciting development will bring numerous benefits:

Reduced Energy Costs: By harnessing the power of the sun, we'll significantly lower our reliance on traditional energy sources, leading to long-term savings.

Sustainable Future: Solar energy is a clean and renewable resource, helping us minimize our environmental footprint and contribute to a net-zero future.

Investing in Tomorrow: This commitment to sustainable practices demonstrates our dedication to a greener future for all.



Why Choose Obsidian Offices?

- ✓ Flexible Contracts from 1 month
- ✓ Professional Meeting Rooms
- ✓ Telephone Answering Service
- ✓ Reliable and Fast Fibre Internet Connection
- ✓ Fully Serviced



Obsidian Offices came highly recommended to us when we were looking for new premises and they have certainly proved their mettle. The well maintained facilities are modern and welcoming and we are very happy with the services provided by the staff, who are efficient and friendly. With IT services and meeting rooms in the building, what more could we ask for?

Renee Van Der Laan, Chesterman Swann & Co



From welcoming our guests to handling our calls, the service we have received over the years from Obsidian has been efficient, friendly and nothing short of superb.

We have recommended their services – ideal for both established businesses and for start ups – to many of our clients.

Simon Davies, Roodee Web Design





Want to find out more?

Visit: www.obsidianoffices.net

Want to book in a tour?

Call: 01244 394 200 to talk to a member of the team

Email: enquiries@obsidianoffices.net





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