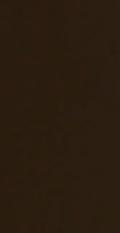


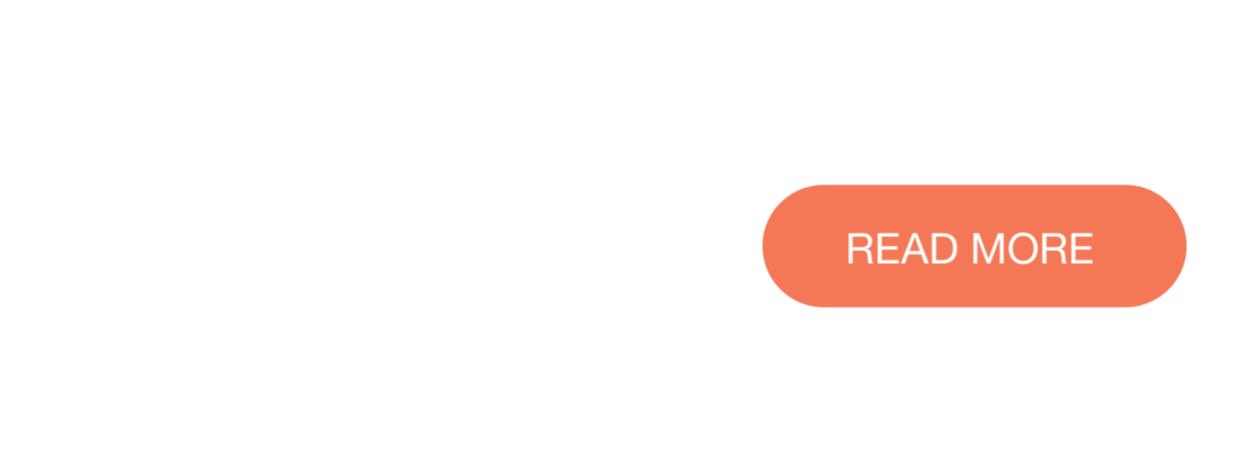
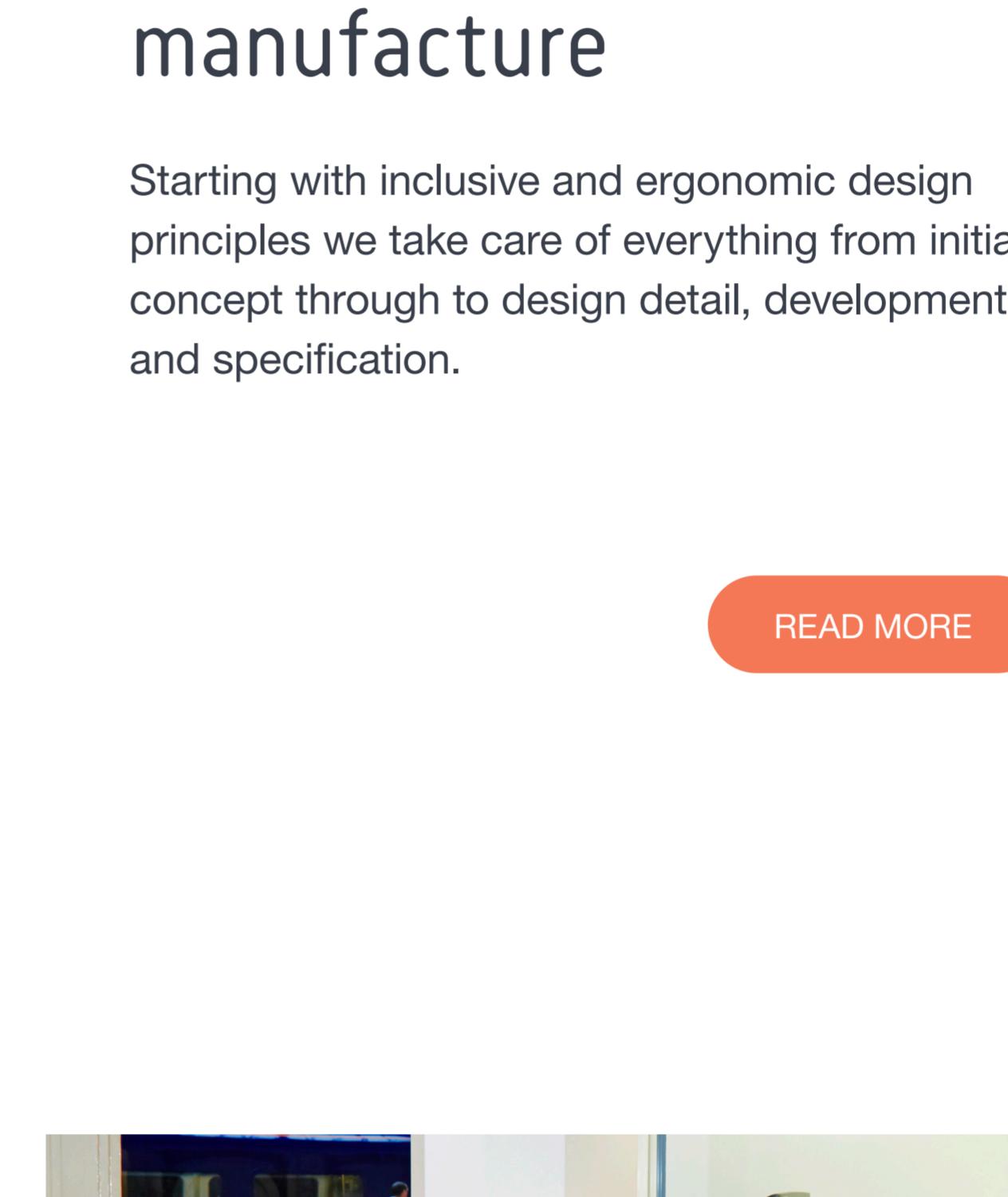
- design
- manufacture
- installation



The UK's leading experts in ergonomic design, manufacture & installation of customer counters & security windows

design

Starting with inclusive and ergonomic design principles we take care of everything from initial concept through to design detail, development and specification.

[READ MORE](#)

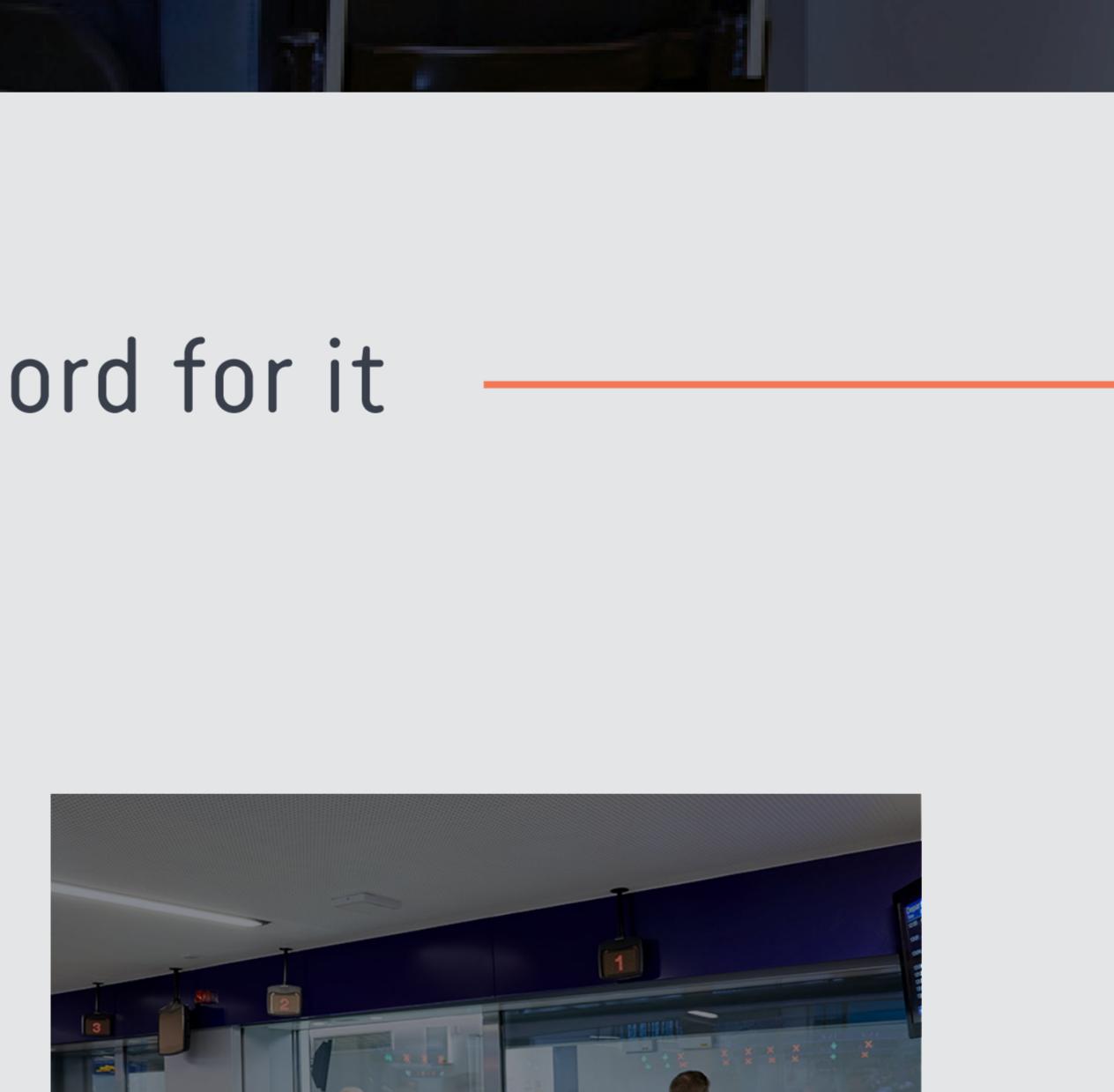
manufacture

Starting with inclusive and ergonomic design principles we take care of everything from initial concept through to design detail, development and specification.

[READ MORE](#)

installation

Starting with inclusive and ergonomic design principles we take care of everything from initial concept through to design detail, development and specification.

[READ MORE](#)

Are you looking for a finished product?

Over the years, our team of specialists at Ideas, have designed and manufactured a range of products. Let us take all the stresses out of the design and manufacture stage for you and supply you with our ready made ticket offices and counters.

[VIEW PRODUCTS](#)[View Case Studies](#)

Don't just take our word for it



Forestry Commission



Network Rail



Shell

[VIEW ALL CASE STUDIES](#)

Providing solutions for ...



Closed

what we do

Helping you to deliver intelligent solutions for complex work and retail spaces, including ergonomic design, manufacture & installation.



design



manufacture



installation



finished products

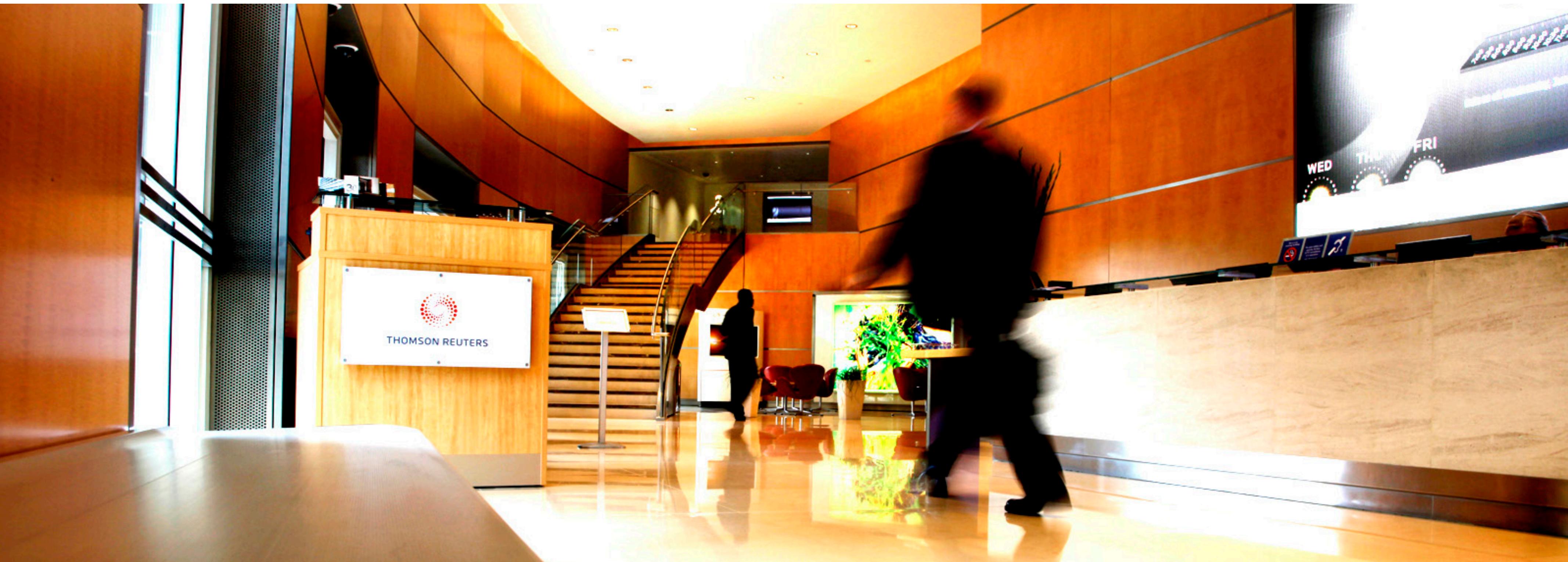


Starting with inclusive and ergonomic design principles we take care of everything from initial concept through to design detail, development and specification.

Starting with inclusive and ergonomic design principles we take care of everything from initial concept through to design detail, development and specification.

Starting with inclusive and ergonomic design principles we take care of everything from initial concept through to design detail, development and specification.

Starting with inclusive and ergonomic design principles we take care of everything from initial concept through to design detail, development and specification.



Get in touch to discuss your project

+44(0)1844 355474

info@ideas.ltd.uk

design

opening statement goes here, opening statement goes here



Title text, Title text, Title text

Starting with inclusive and ergonomic design principles

Ticket Offices, Information, Retail and Transaction areas are where people work and interact. These are complex environments. It is not just decisions about customer experiences, you will be looking from the other side of the counter too, to create the right work space. By taking an inclusive and user-centred approach to the design, you are addressing all of issues right from the start.

Handling the complexities of safety, security and accessibility, needs people who know what they are doing. Ideas will deliver a solution with all the required functionality and aesthetics you need, not to mention compliancy with industry standards.

For more information on our design consultancy service, please visit our dedicated website [here](#)

Get in touch to discuss our design service

+44(0)1844 355474

info@ideas.ltd.uk

back to services

manufacture

opening statement goes here, opening statement goes here



Title text, Title text, Title text

Starting with inclusive and ergonomic design principles

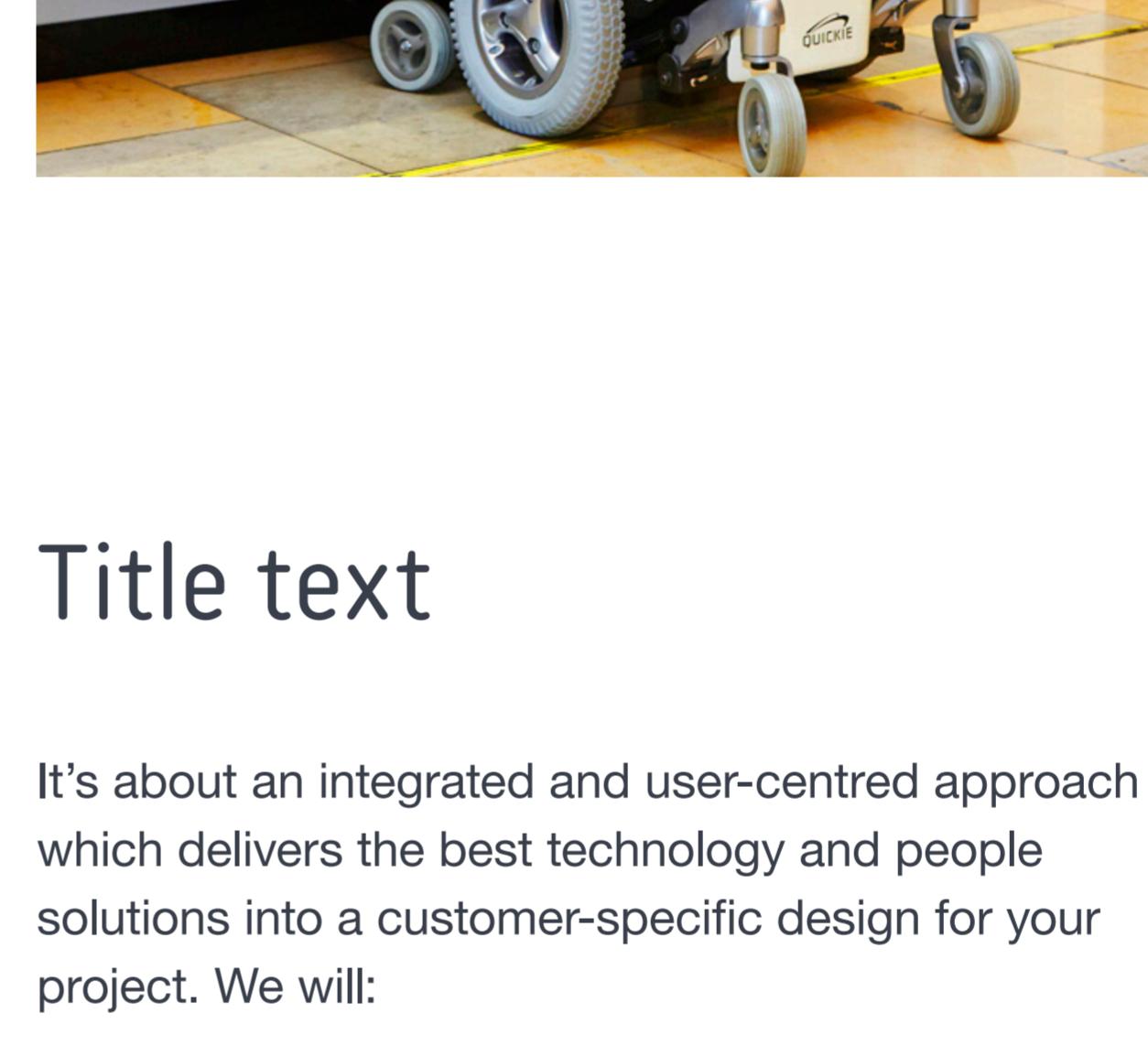
Ticket Offices, Information, Retail and Transaction areas are where people work and interact. These are complex environments. It is not just decisions about customer experiences, you will be looking from the other side of the counter too, to create the right work space. By taking an inclusive and user-centred approach to the design, you are addressing all of issues right from the start.

Handling the complexities of safety, security and accessibility, needs people who know what they are doing. Ideas will deliver a solution with all the required functionality and aesthetics you need, not to mention compliancy with industry standards.

You can reduce your project risks, and stress levels, by engaging one team. A team which knows every step of the process, and delivers a complete solution for you.

Taking responsibility for ...

- Project scope
- Concept design
- Inclusive and accessible design
- 3D design
- Soft modelling
- Detail design
- Meeting industry standards
- Focus groups / staff engagement
- Ergonomics and human factors
- Technology integration
- Prototypes and mock-ups
- Development
- Specification



Title text

It's about an integrated and user-centred approach which delivers the best technology and people solutions into a customer-specific design for your project. We will:

- Get it right on both sides of the counter, addressing ergonomics, safety and accessibility right from the start.
- Look to future-proof your investment with design solutions which will accommodate changes in technology and customer interactions.
- Be compliant with industry standards.

“Network Rail identified Ideas for its ticket counter design, and reflects Network Rail’s aspiration for an inclusive and user-friendly solution.”

Ideas' manufacture resources



TITLE OF RESOURCE



TITLE OF RESOURCE



TITLE OF RESOURCE

Get in touch to discuss our design service

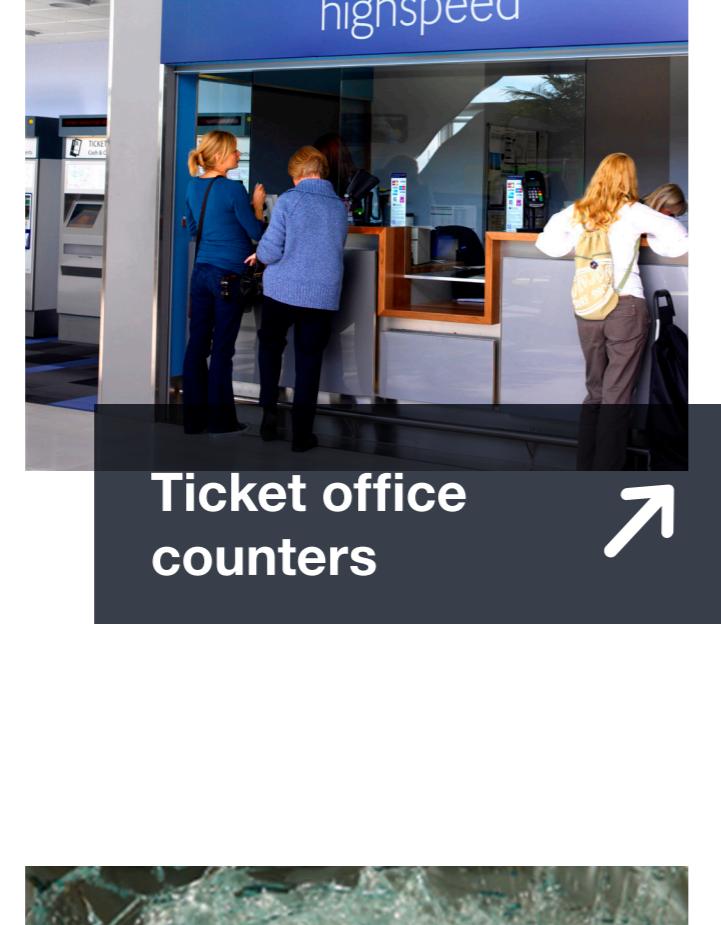
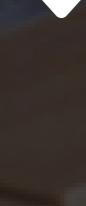
+44(0)1844 355474

info@ideas.ltd.uk

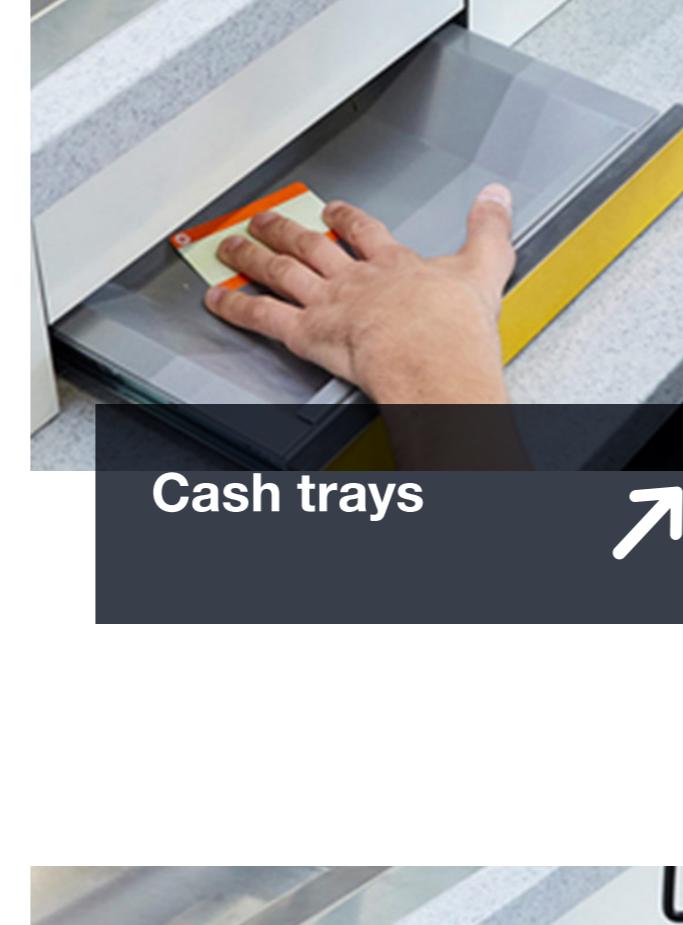
back to services

products

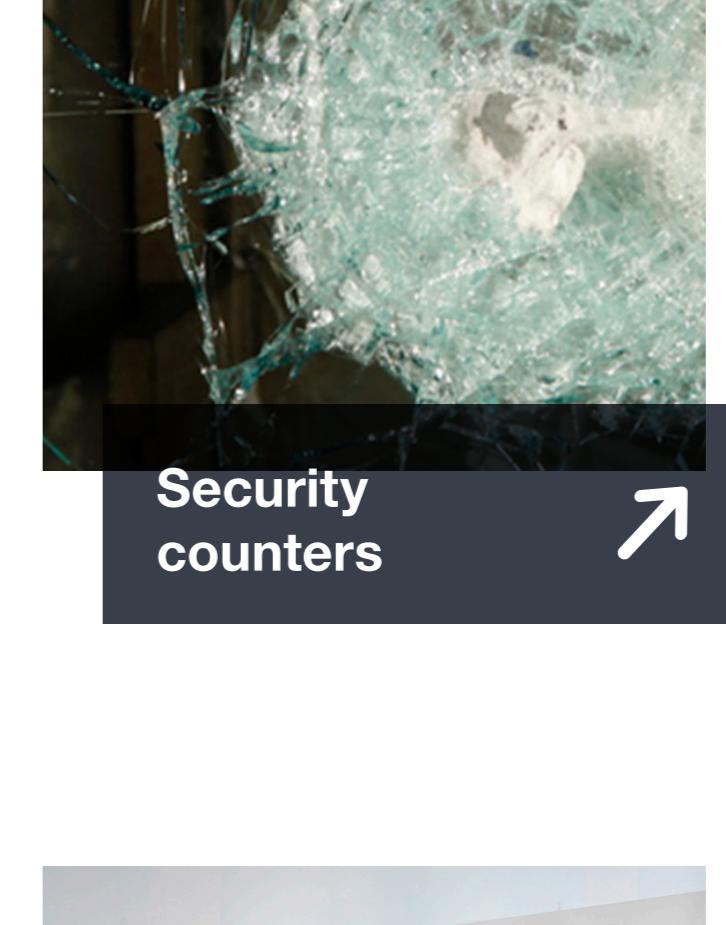
Providing you with a selection of ready made customer counters & security window products.



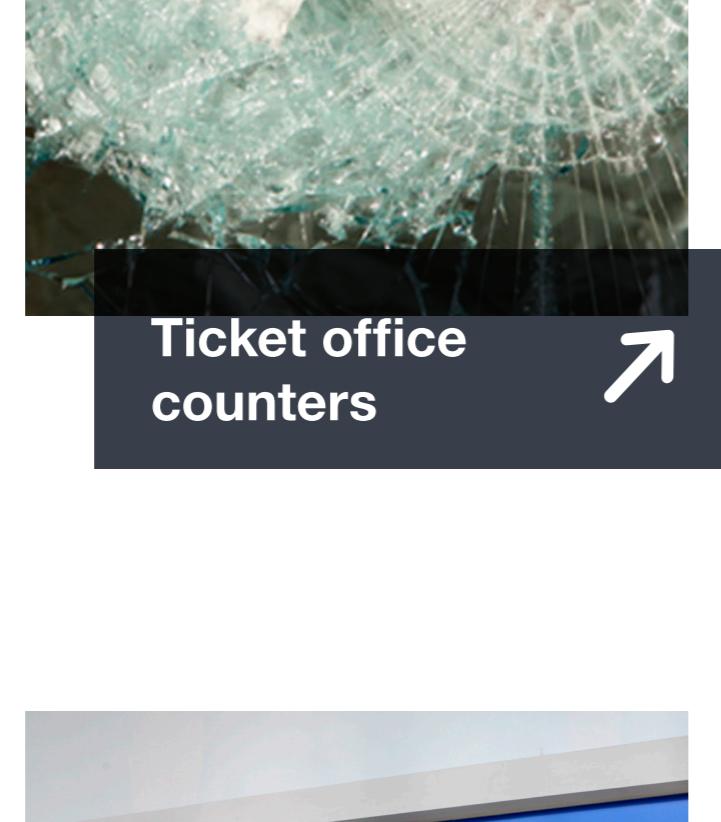
Ticket office counters



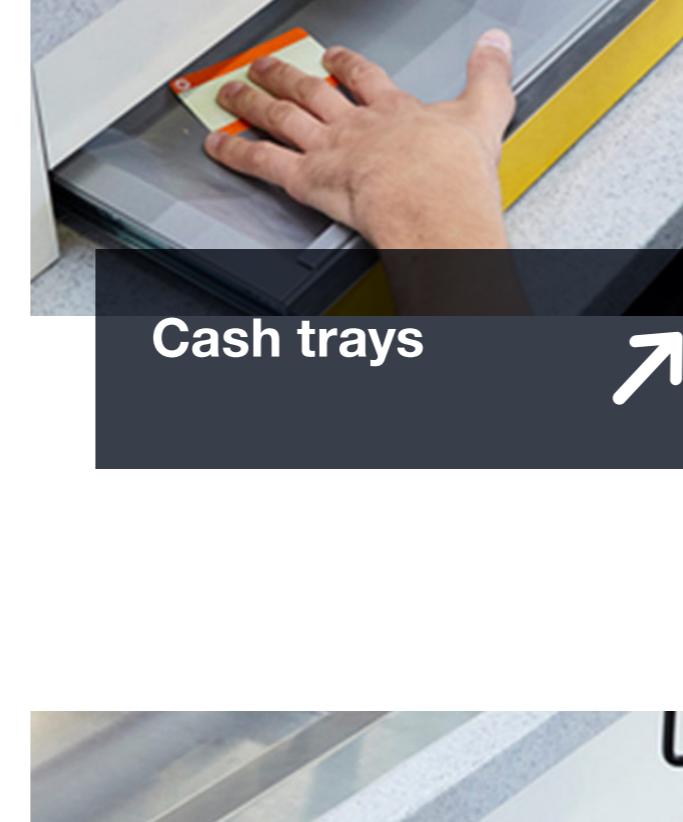
Cash trays



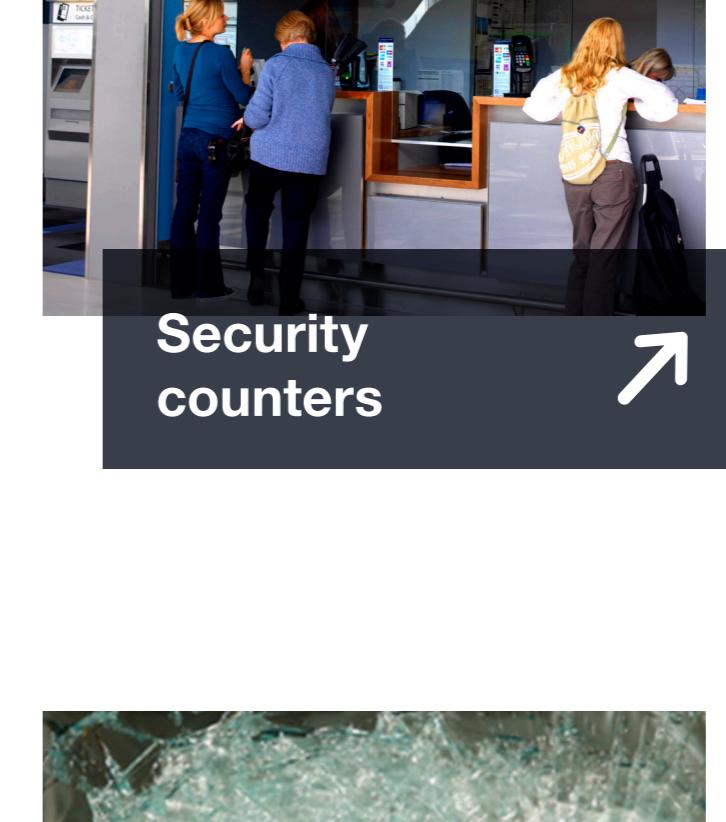
Security counters



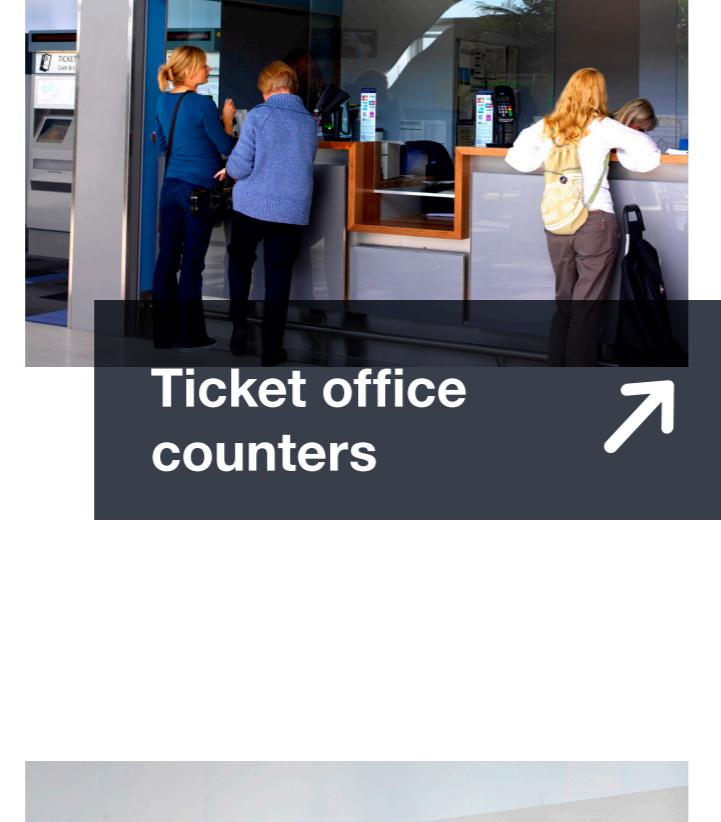
Ticket office counters



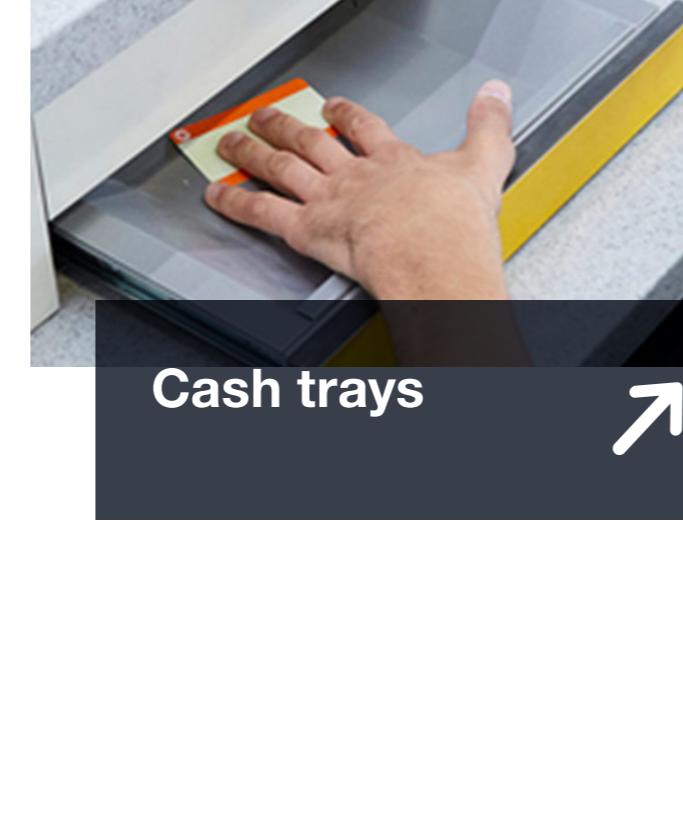
Cash trays



Security counters



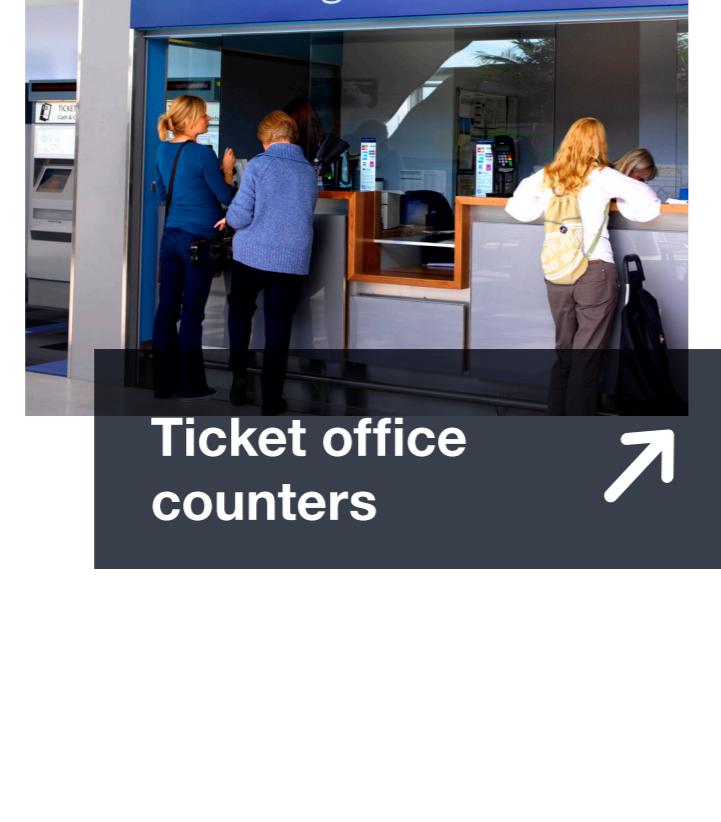
Ticket office counters



Cash trays



Security counters



Ticket office counters

"Ideas supplied us with finished ticket counter products ... text goes here text goes here text goes here text goes here text goes here."

Get in touch to discuss our finished products

+44(0)1844 355474

info@ideas.ltd.uk

↶ back to services

ticket office counters



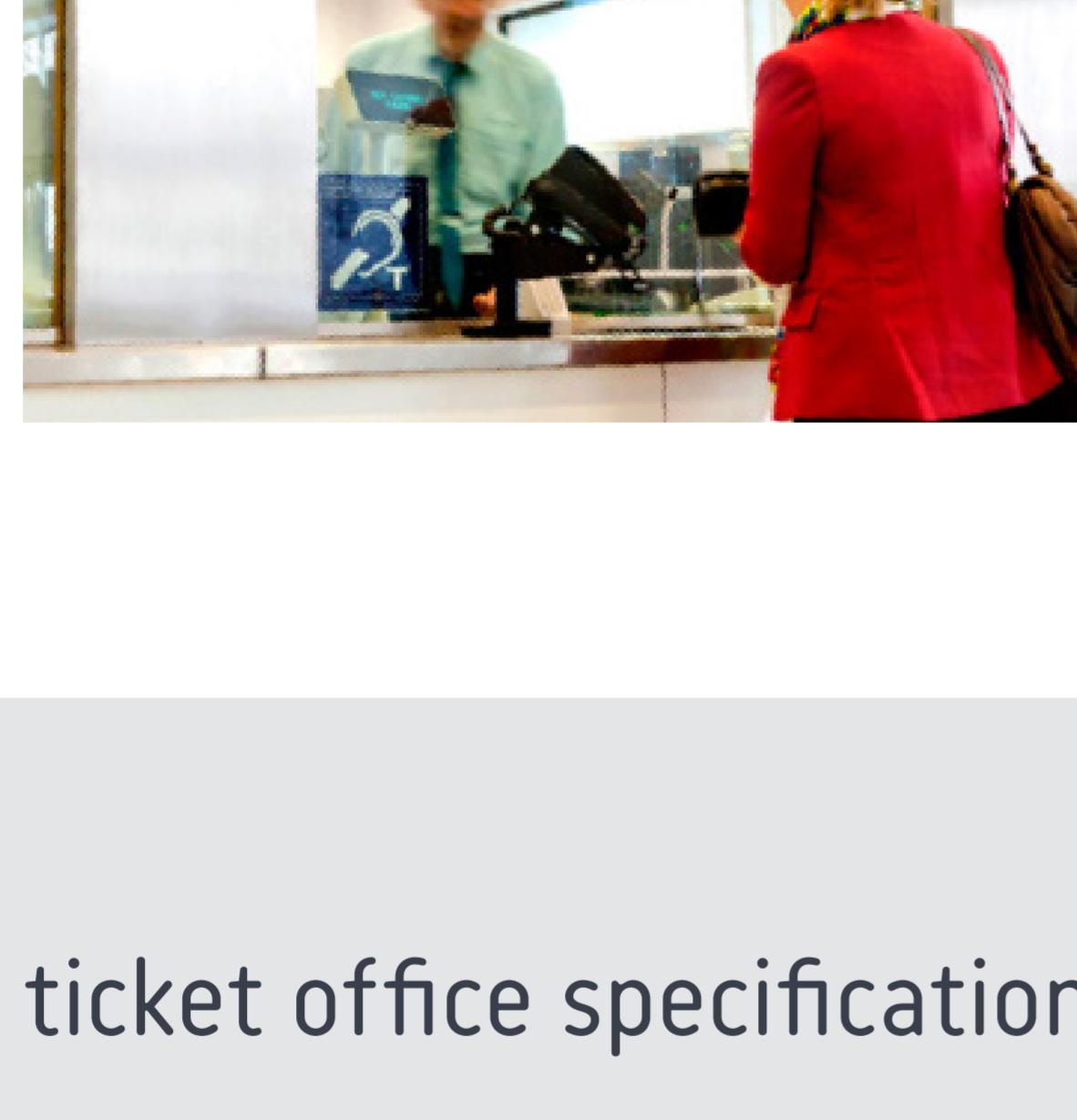
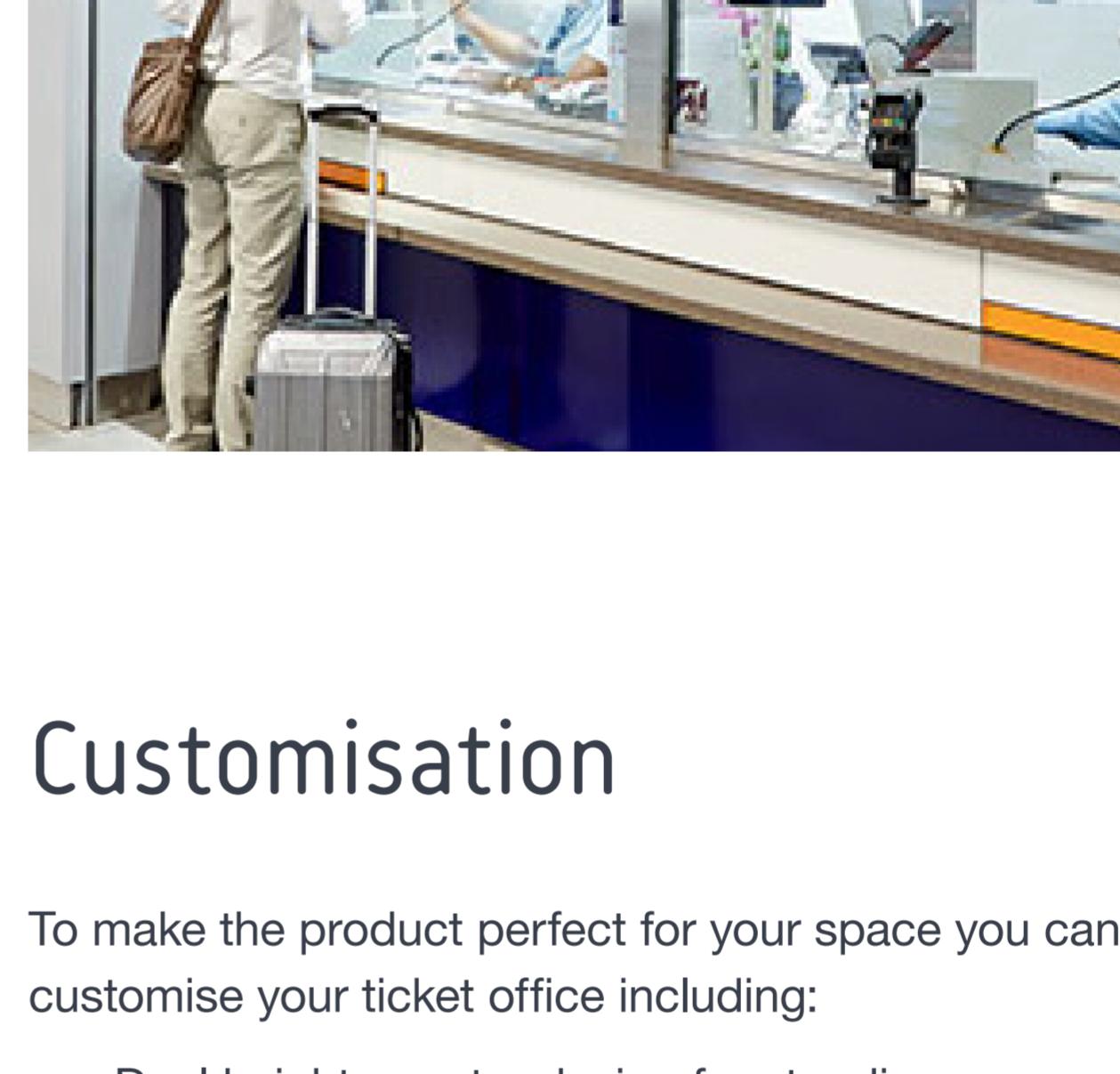
An award winning, inclusive counter system

Ideas 'inclusive' counter system is an award-winning product that is based on a set of design elements that can be specified to create customer counters with or without security windows and can be used for a variety of customer facing applications for transaction, retail, reception or information points. The system can be incorporated into an existing opening or part of a stand alone design, providing specifiers and end-users with a choice of options and solutions.

Ideas has been pioneering 'inclusive' customer counters for ticket offices based on ergonomic and inclusive design principles so that all positions are safe, comfortable and accessible for both staff and customers.

Product benefits

- Compliant design – remove the risk of getting it wrong
- Standard design – saving time, money and resources on alternative bespoke designs
- Speed up procurement processes



Customisation

To make the product perfect for your space you can customise your ticket office including:

- Dual height counter design for standing counters.
- All positions are accessible.
- Wide choice of materials, colours and finishes.
- Options available for customer counters, retail, reception or information points.

ticket office specification downloads



TITLE OF RESOURCE



TITLE OF RESOURCE



TITLE OF RESOURCE

Get in touch to discuss our finished products

+44(0)1844 355474

info@ideas.ltd.uk

back to products

how we do it



This is what makes us different...
Design, innovation, human-factors,
customer focus, people

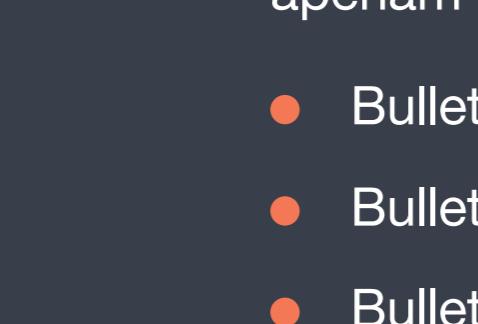


1

Title goes here

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, sit voluptatem accusantium doloremque laudantium, totam rem aperiam

- Bullet goes here
- Bullet goes here
- Bullet goes here
- Bullet goes here



2

Title goes here

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, sit voluptatem accusantium doloremque laudantium, totam rem aperiam

- Bullet goes here
- Bullet goes here
- Bullet goes here
- Bullet goes here

3

Title goes here

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, sit voluptatem accusantium doloremque laudantium, totam rem aperiam

- Bullet goes here
- Bullet goes here
- Bullet goes here
- Bullet goes here



4

Title goes here

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, sit voluptatem accusantium doloremque laudantium, totam rem aperiam

- Bullet goes here
- Bullet goes here
- Bullet goes here
- Bullet goes here

5

Title goes here

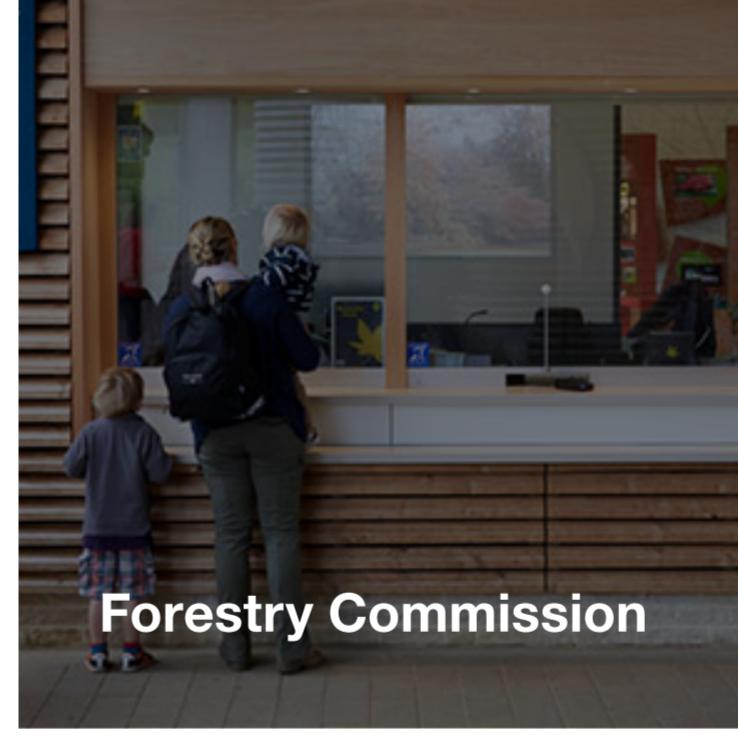
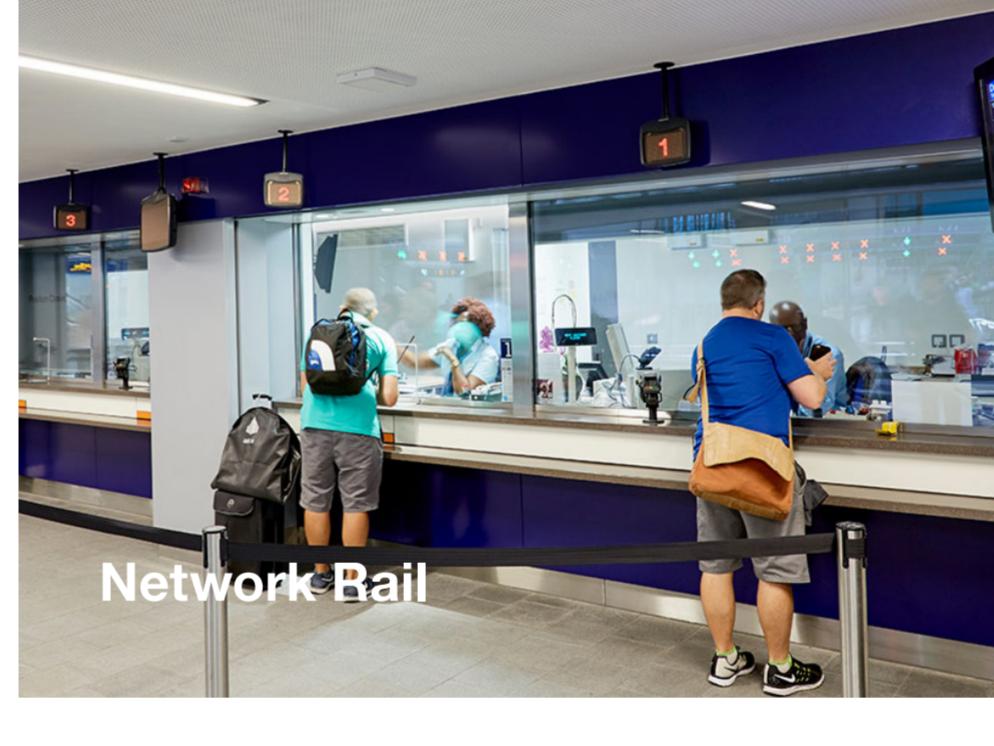
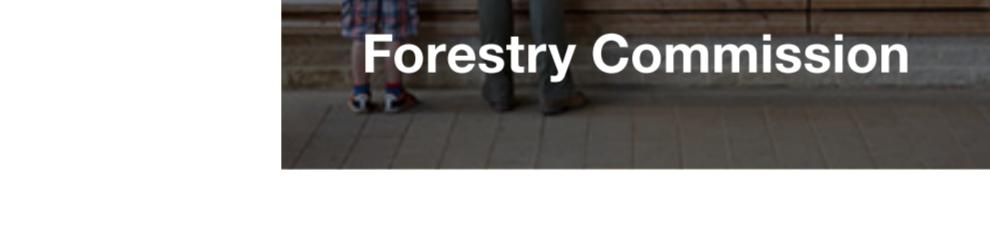
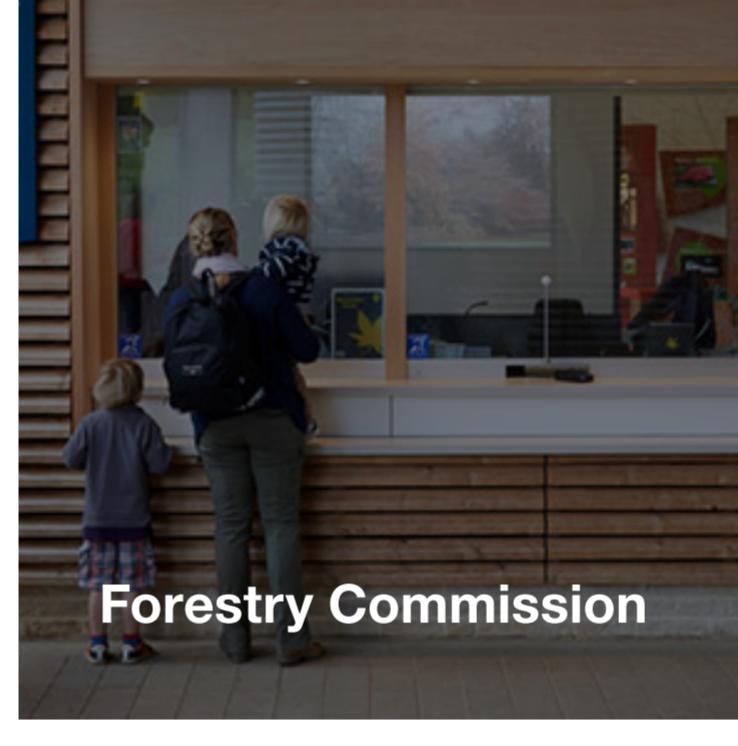
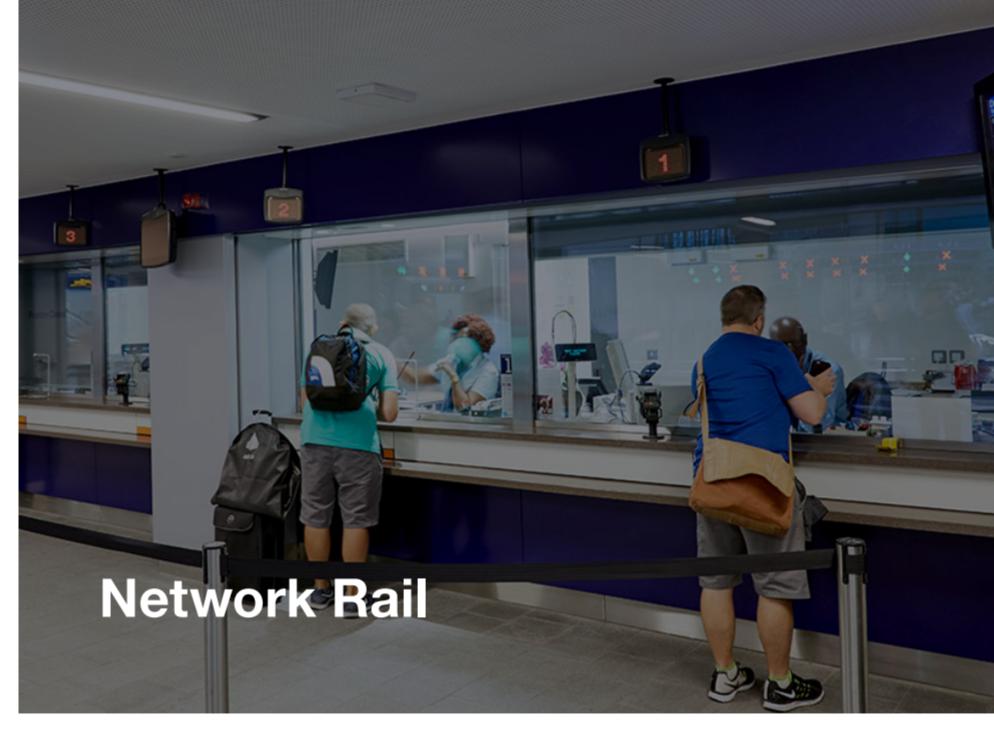
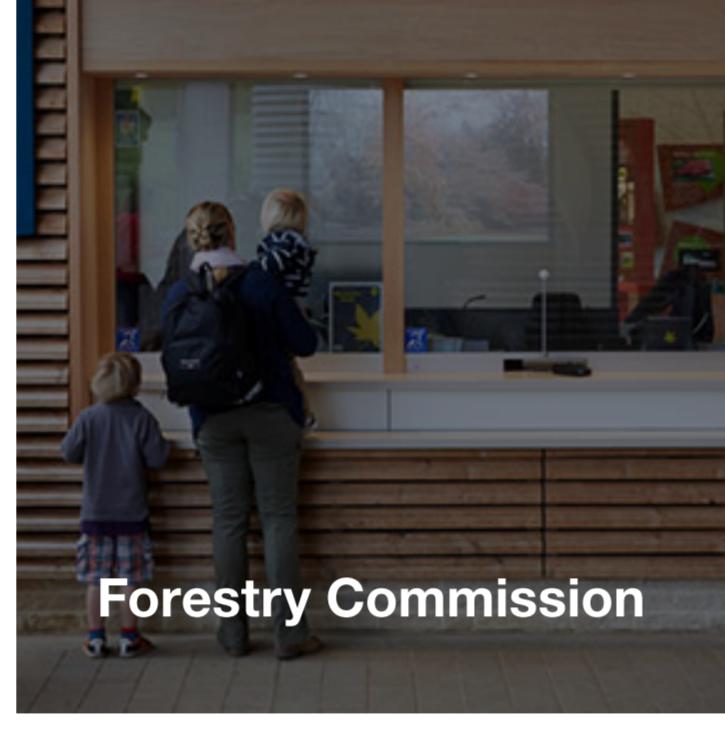
Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, sit voluptatem accusantium doloremque laudantium, totam rem aperiam

- Bullet goes here
- Bullet goes here
- Bullet goes here
- Bullet goes here

Closed

case studies

Take a peak at our latest projects across a variety of industry sectors.



Get in touch to discuss your project

+44(0)1844 355474

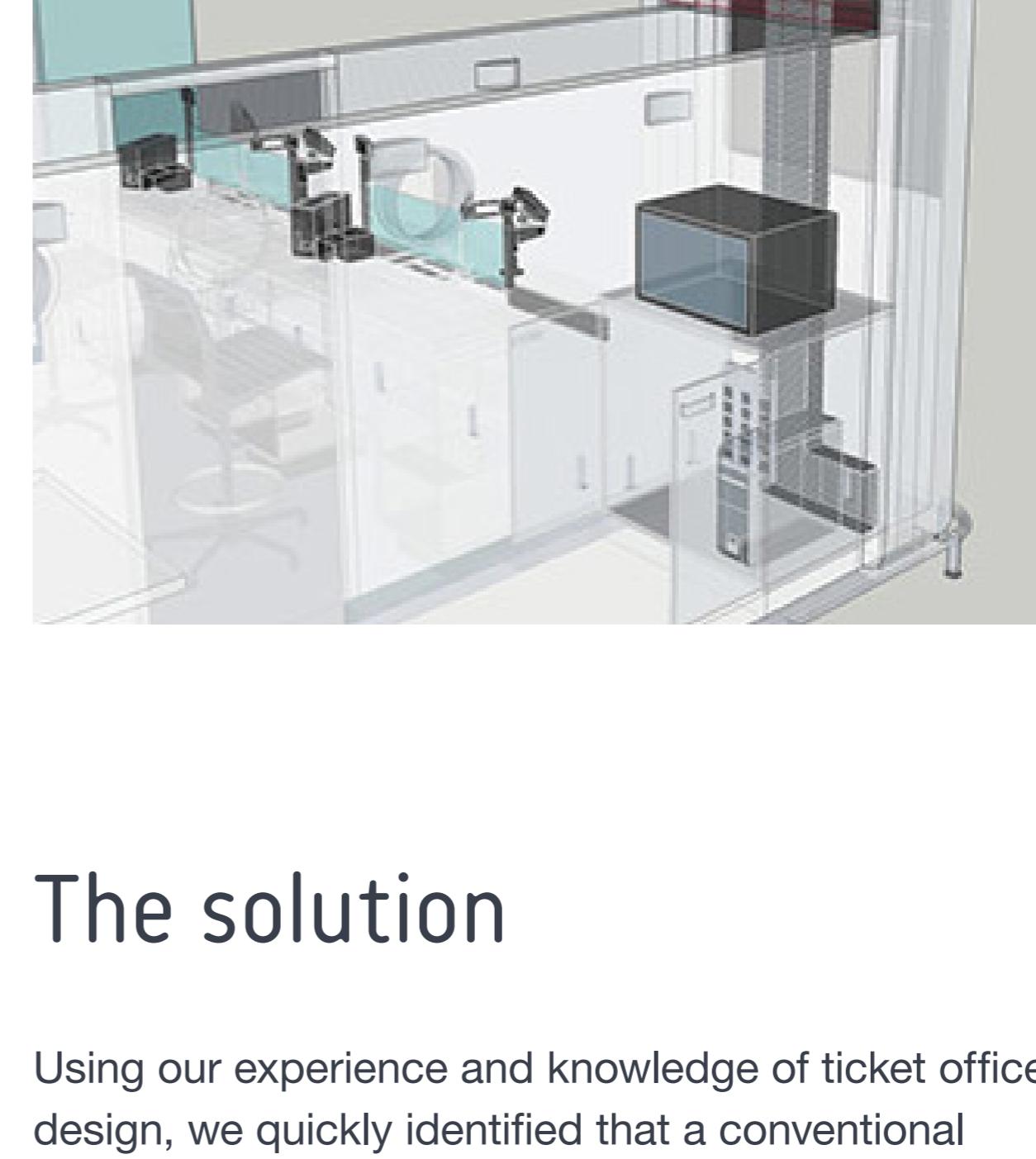
info@ideas.ltd.uk

stansted airport



The challenge

Transformation of an existing information and booking desk in the International Arrivals Hall of Stansted Airport. The commercial team at Abellio Greater Anglia wanted to convert the existing facility at this prime retail location from a hotels and resorts information and booking desk into a ticket sales desk for the Stansted Express rail link to London.



The solution

Using our experience and knowledge of ticket office design, we quickly identified that a conventional ticket desk approach would not work. In the location, it wasn't possible to accommodate factors such as safety, security and ergonomics. After this feedback, we were commissioned to develop initial design concepts for an alternative approach for a 'ticketing and information island'. This type of facility matched our client's desire to move away from a conventional enclosed counter design by creating an open plan space without any screening. This enabled Stansted Express staff to engage with their customers at an early stage and reflected the importance of customer contact and communication to our client. Presentation of our initial design concepts helped the client to identify other marketing opportunities and changes to the retail operation. Our more detailed designs were then developed to incorporate easily recognisable totems, key marketing messages and opportunities, queue management and a hosting area concept. Material specifications and working practices were specific to an airport location.

The outcome

A number of design options were developed and presented, including animated walk-throughs to demonstrate how the new 'ticketing and information island' would be viewed by travellers entering the International Arrivals Hall. A key factor of the design was to ensure that the easily recognisable National Rail sign was seen soon after entering the busy retail environment of the Arrivals Hall. Rail track, graphic vinyls applied to the floor was another novel idea to guide customer to the ticketing facility.



stansted design solution downloads



TITLE OF RESOURCE



TITLE OF RESOURCE



TITLE OF RESOURCE

Get in touch to discuss your project

+44(0)1844 355474

info@ideas.ltd.uk

back to case studies

Closed

blog

Check out the latest news and product information from Ideas.



responding to the pandemic

Ideas are supplying their range of 'Sneeze Screens' to a variety of organisations in response to Government guidelines for firms to ensure 'Covid-19 secure' work and communal spaces and help minimise the risk of transmission from aerosol droplets.

[READ MORE](#)

setting the standard for ticket counter design

In a recent article for Rail Technology Magazine, Boaz Yariv and Dr Elizabeth de Mello of Network Rail discussed the complexities of ticket sales counter design, and about how the Network Rail guidelines were developed.

[READ MORE](#)

7 things to consider

In most cases, customer counters and security windows are installed as part of a bigger build or refurbishment projects, with many layers of decision making, complex design and construction programmes, and contributions from many professions and skills.

[READ MORE](#)[1](#) [2](#) [3](#) [Next >](#)

Get in touch to discuss your project

[+44\(0\)1844 355474](#)info@ideas.ltd.uk

responding to the pandemic



Sneeze screens

Ideas are supplying their range of 'Sneeze Screens' to a variety of organisations in response to Government guidelines for firms to ensure 'Covid-19 secure' work and communal spaces and help minimise the risk of transmission from aerosol droplets.

Sneeze Screen provides a physical barrier between staff in offices and between customers and staff at forward-facing applications for retail, information and reception desks, at station gatelines and at TVMs.

- Manufactured from high quality materials.
- Lightweight and robust.
- Durable and easy to clean.
- Designed for free-standing on desks and floor-standing.
- Easily manoeuvred.
- Easy to stack and store.
- Available in standard sizes and bespoke design.



Get in touch to discuss your project

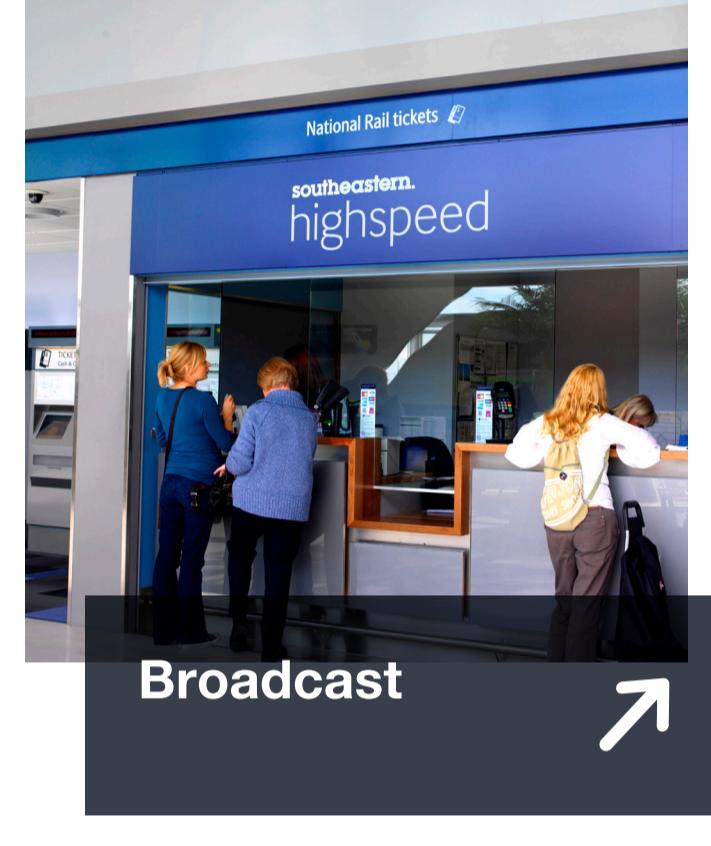
+44(0)1844 355474

info@ideas.ltd.uk

← back to blog

sectors

We are proud to have worked with a wide range of sectors.



“Network Rail identified Ideas for its ticket counter design, and reflects Network Rail’s aspiration for an inclusive and user-friendly solution.”

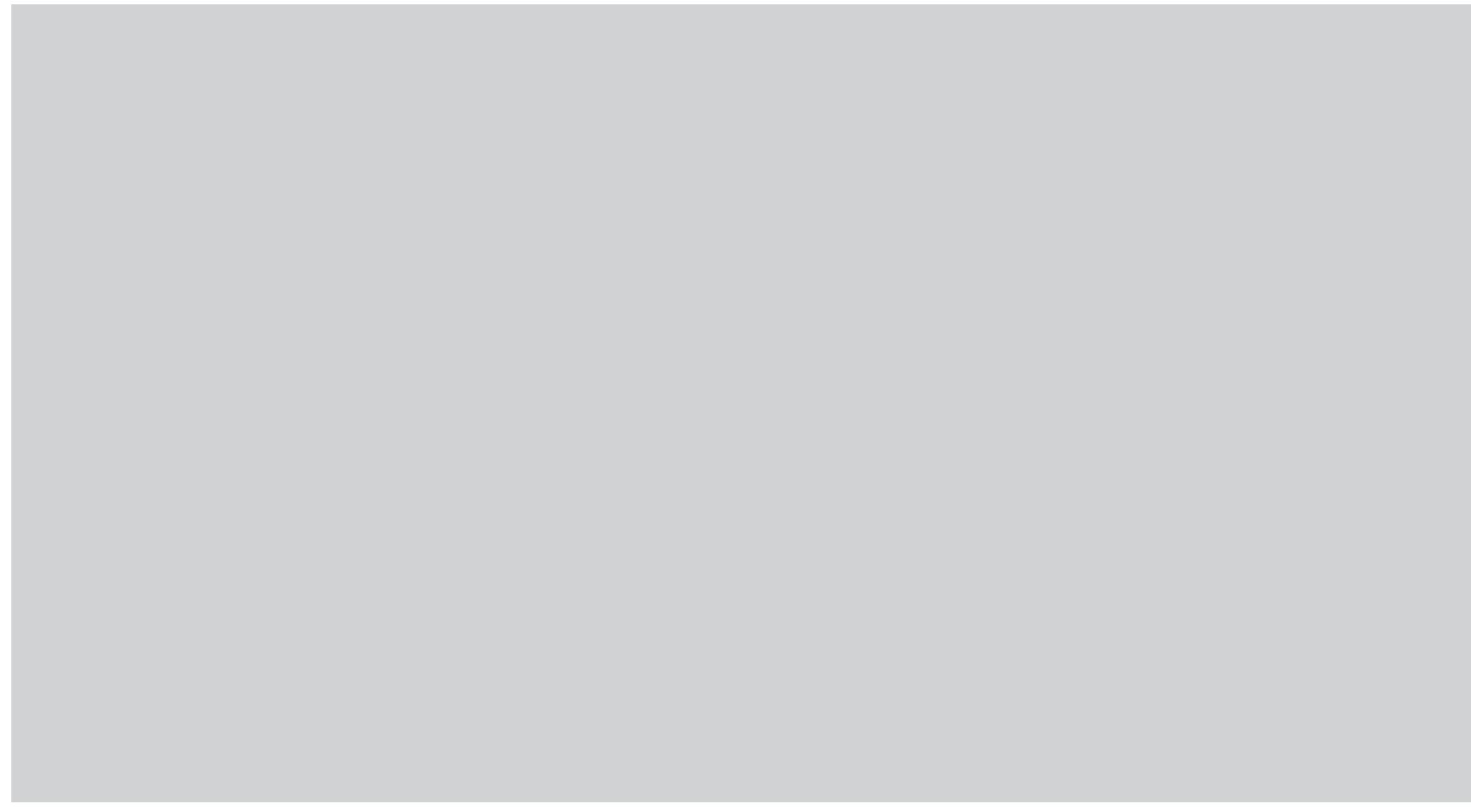
Get in touch to discuss your project

+44(0)1844 355474

info@ideas.ltd.uk

⟲ back to home

Sectors – Rail



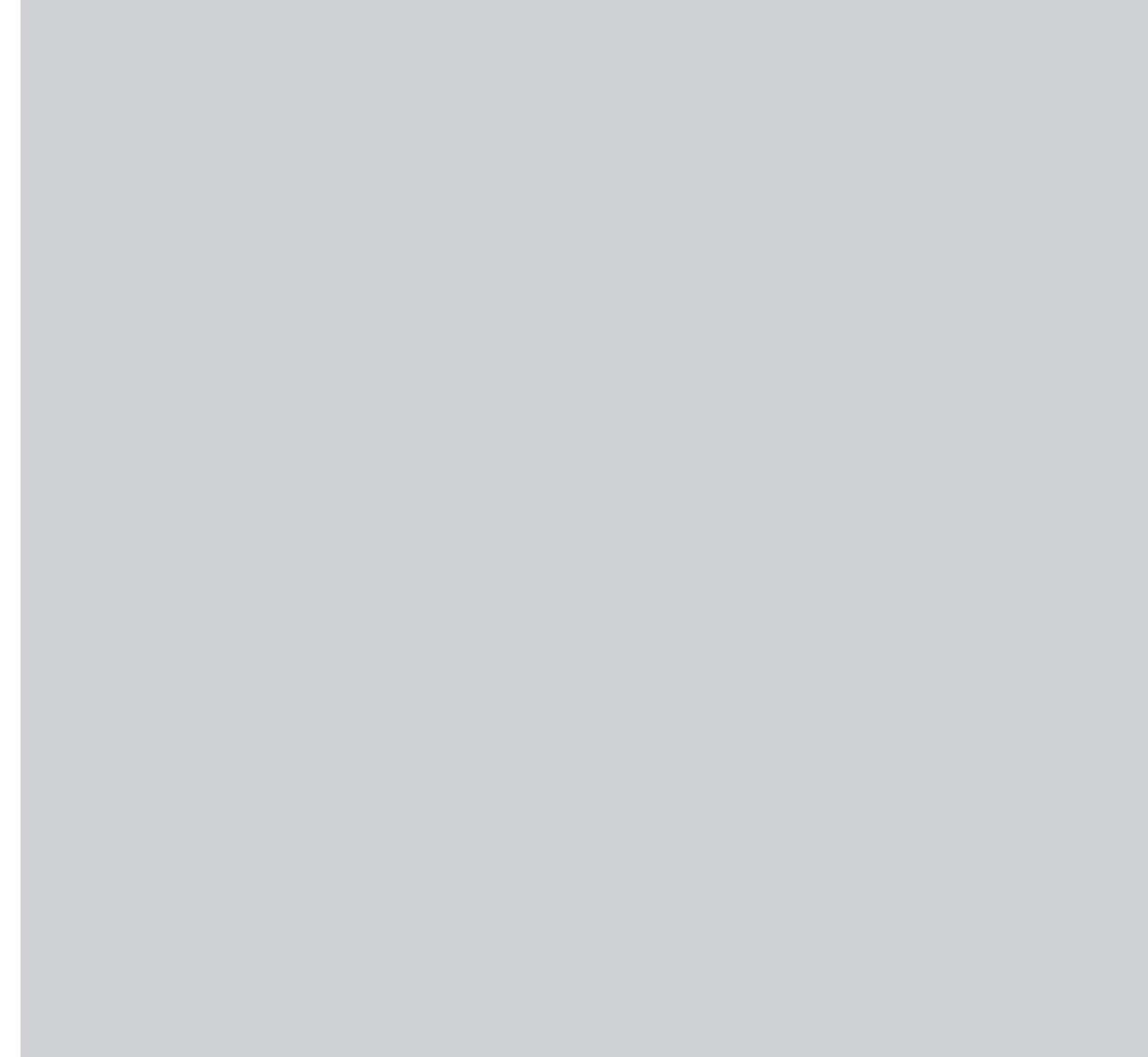
Titles goes here

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architecto beatae vitae dicta sunt explicabo. Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni.

Dolores eos qui ratione voluptatem sequi nesciunt. Neque porro quisquam est, qui dolorem ipsum quia dolor sit amet, consectetur, adipisci velit, numquam eius modi tempora incident ut labore et dolore magnam aliquam quaerat voluptatem. sed quia non numquam eius modi tempora incident ut labore et dolore magnam aliquam quaerat voluptatem.

Title goes here

- Dolores eos qui ratione voluptatem
- Adipisci velit, numquam eius modi adipisci velit, numquam eius modi
- adipisci velit, numquam eius modi



Get in touch to discuss your project

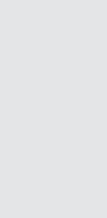
+44(0)1844 355474

info@ideas.ltd.uk

← back to sectors

about

opening statement goes here, opening statement goes here



Title text, Title text, Title text

Totam rem aperiam, eaque ipsa quae

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architecto beatae vitae dicta sunt explicabo. Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni.

Dolores eos qui ratione voluptatem sequi nesciunt. Neque porro quisquam est, qui dolorem ipsum quia dolor sit amet, consectetur, adipisci velit, numquam eius modi tempora incident ut labore et dolore magnam aliquam quaerat voluptatem. sed quia non numquam eius modi tempora incident ut labore et dolore magnam aliquam quaerat voluptatem. ut labore et dolore magnam aliquam quaerat voluptatem. sed quia non numquam eius modi tempora incident ut labore et dolore magnam aliquam quaerat voluptatem.

Our History

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architecto beatae vitae dicta sunt explicabo. Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni.

Dolores eos qui ratione voluptatem sequi nesciunt. Neque porro quisquam est, qui dolorem ipsum quia dolor sit amet, consectetur, adipisci velit



Our team

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architecto beatae vitae dicta sunt explicabo. Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni.

Dolores eos qui ratione voluptatem sequi nesciunt. Neque porro quisquam est, qui dolorem ipsum quia dolor sit amet, consectetur, adipisci velit, numquam.

Specialist areas

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architecto beatae vitae dicta sunt explicabo. Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni.

- Manufactured from high quality materials.
- Lightweight and robust.
- Durable and easy to clean.
- Designed for free-standing on desks and floor.



“Network Rail identified Ideas for its ticket counter design, and reflects Network Rail’s aspiration for an inclusive and user-friendly solution.”

Get in touch to discuss our design service

+44(0)1844 355474

info@ideas.ltd.uk

back to services

get in touch

let us help you with your ergonomic design, manufacture & installation of customer counters & security windows

+44(0)1844 355474

info@ideas.ltd.uk



MENU VISUALS

ideas

WHAT WE DO HOW WE DO IT CASE STUDIES BLOG SECTORS ABOUT CONTACT

- Design
- Manufacture
- Installation
- Finished Products

ideas

WHAT WE DO HOW WE DO IT CASE STUDIES BLOG SECTORS ABOUT CONTACT

- Rail
- Bus
- Broadcast
- Workplace
- Retail
- Banking

ideas



WHAT WE DO

- Design
- Manufacture
- Installation
- Finished Products

HOW WE DO IT

CASE STUDIES

BLOG

SECTORS

- Rail
- Bus
- Broadcast
- Workplace
- Retail
- Banking

ABOUT

CONTACT

RESTING STATE

ROLLOVER STATE

READ MORE

READ MORE

VIEW PRODUCTS

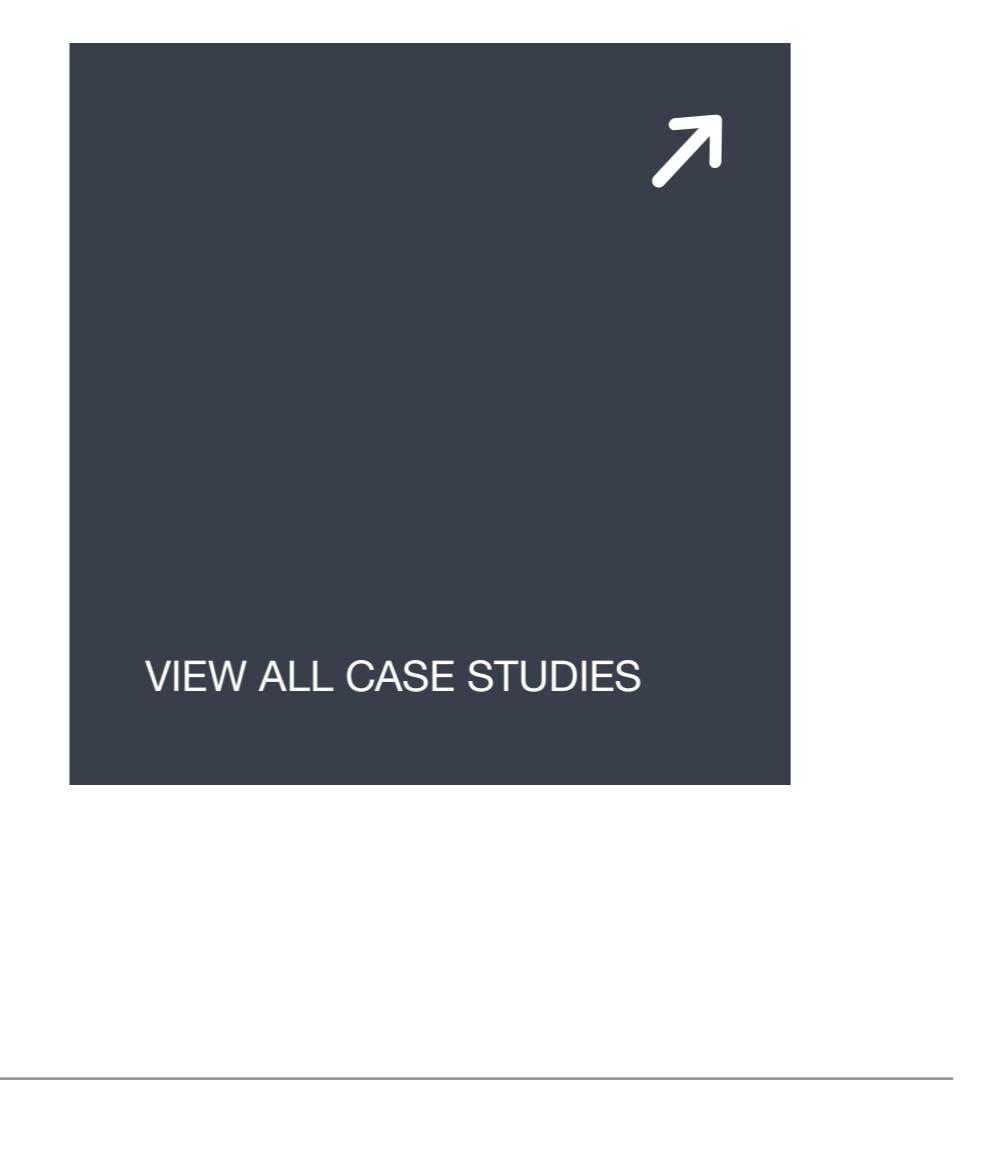
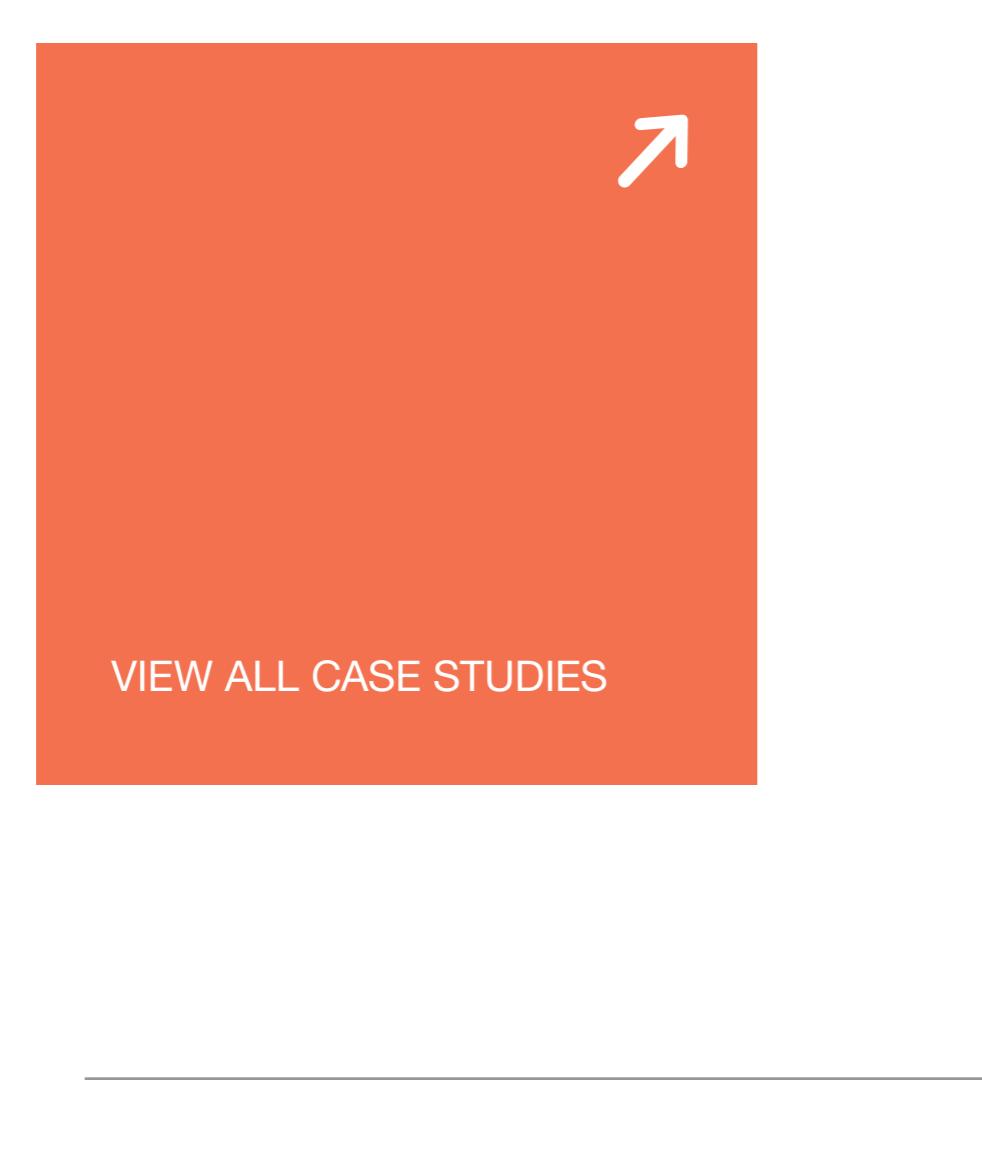
VIEW PRODUCTS



TITLE OF RESOURCE



TITLE OF RESOURCE



VIEW ALL CASE STUDIES

VIEW ALL CASE STUDIES

Security counters



Security counters



+44(0)1844 355474

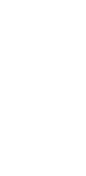
+44(0)1844 355474

manufacture



Starting with inclusive and ergonomic design principles we take care of everything from initial concept through to design detail, development and specification.

manufacture

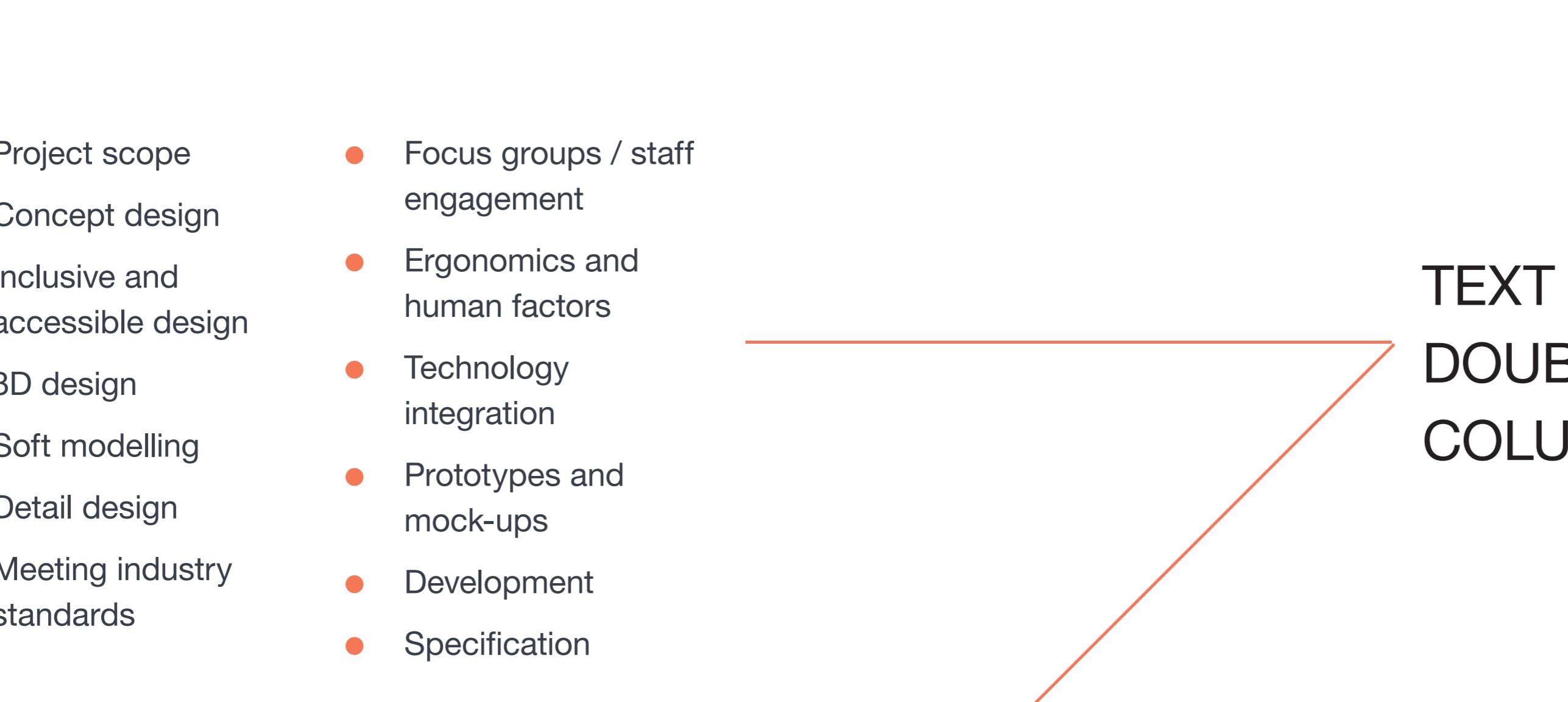


Starting with inclusive and ergonomic design principles we take care of everything from initial concept through to design detail, development and specification.



back to services

back to services

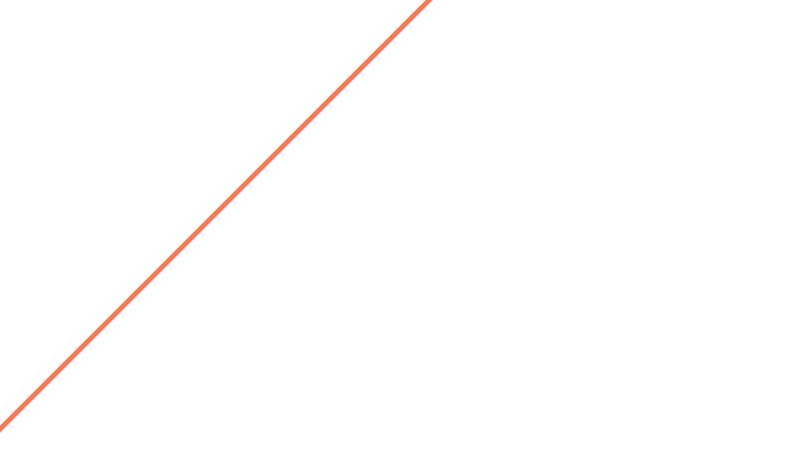


STICKY MENU
OVER DARKER
COLOUR

design

Starting with inclusive and ergonomic design principles we take care of everything from initial concept through to design detail, development and specification.

READ MORE



STICKY MENU
OVER LIGHTER
COLOUR

It's about an integrated and user-centred approach which delivers the best technology and people solutions into a customer-specific design for your project. We will:

- Get it right on both sides of the counter, addressing ergonomics, safety and accessibility right from the start.
- Look to future-proof your investment with design solutions which will accommodate changes in technology and customer interactions.
- Be compliant with industry standards.

TEXT BOXES NEED TO HAVE DOUBLE COLUMN & SINGLE COLUMN OPTIONS

Project scope

Concept design

Inclusive and accessible design

3D design

Soft modelling

Detail design

Meeting industry standards

Focus groups / staff engagement

Ergonomics and human factors

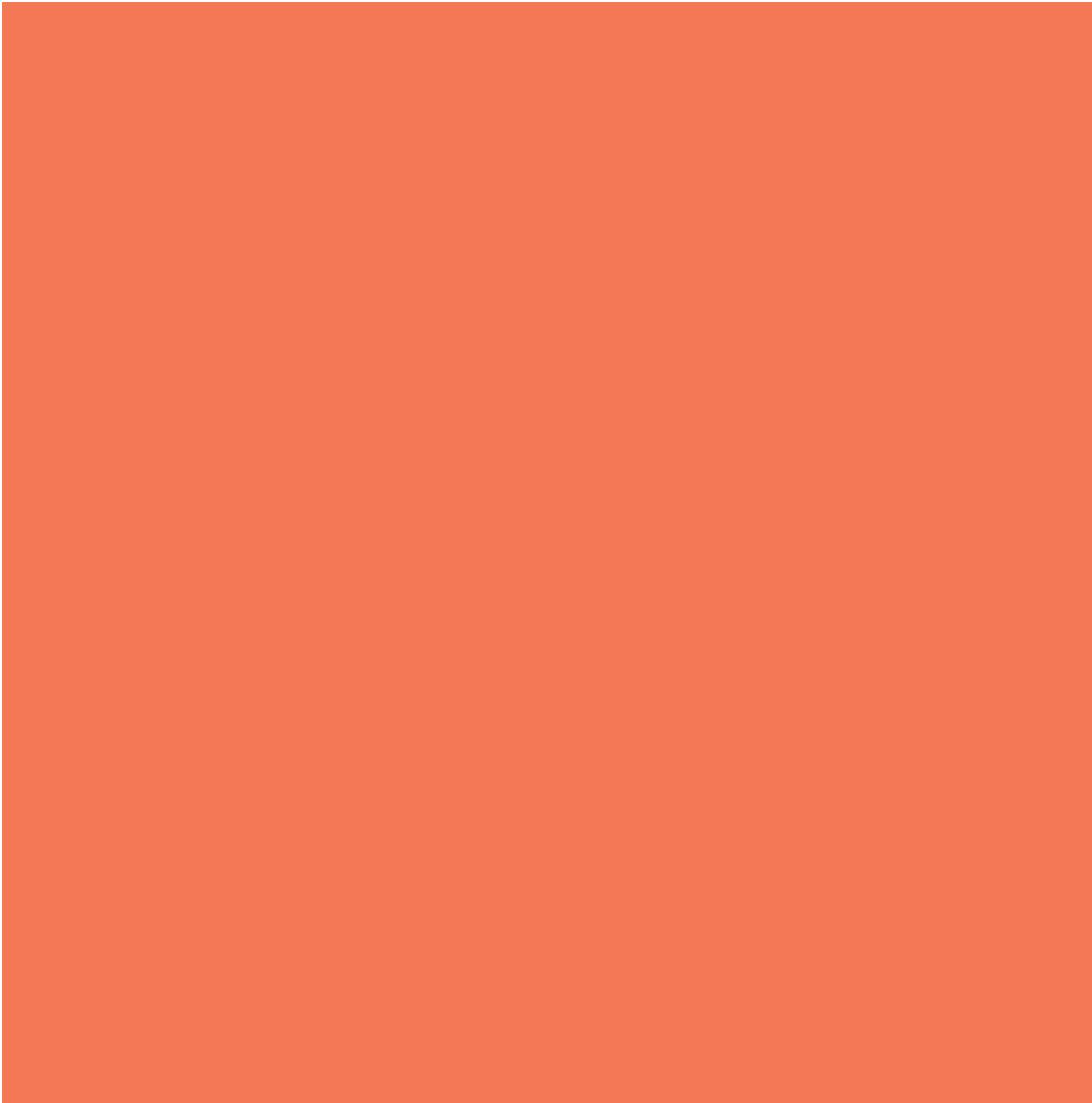
Technology integration

Prototypes and mock-ups

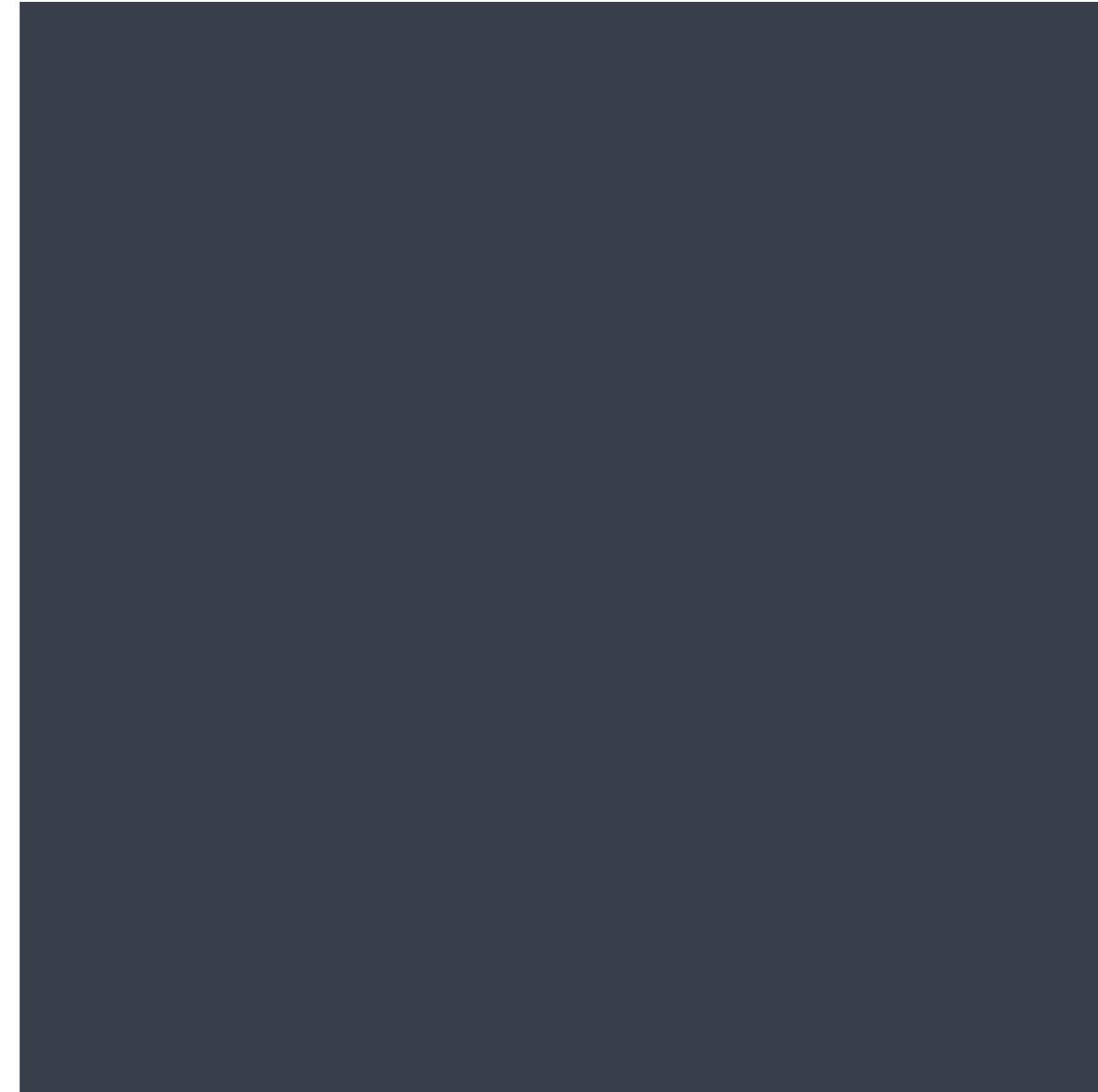
Development

Specification

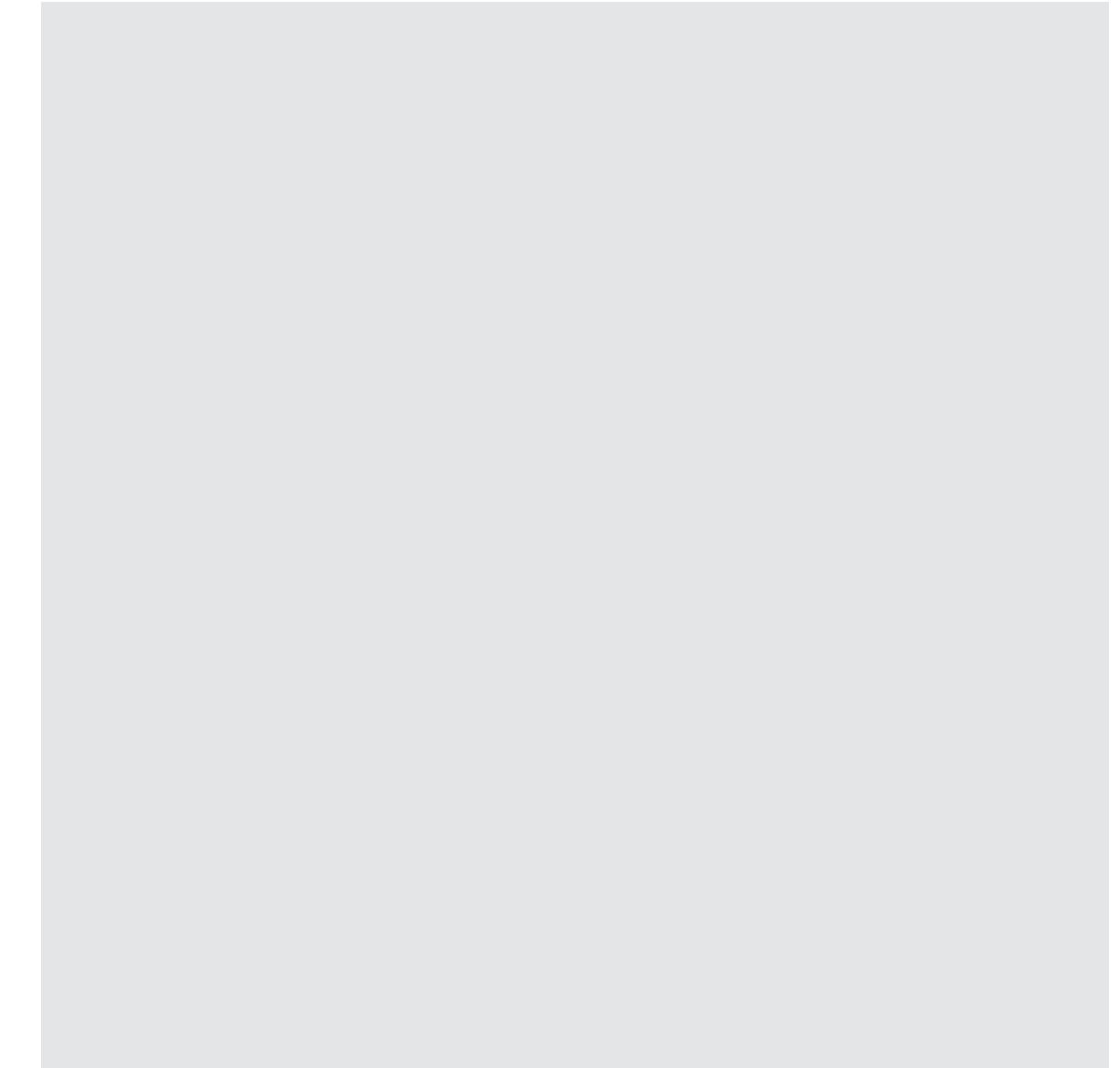
#e9634b



#4d505b



#ecebed



korb regular

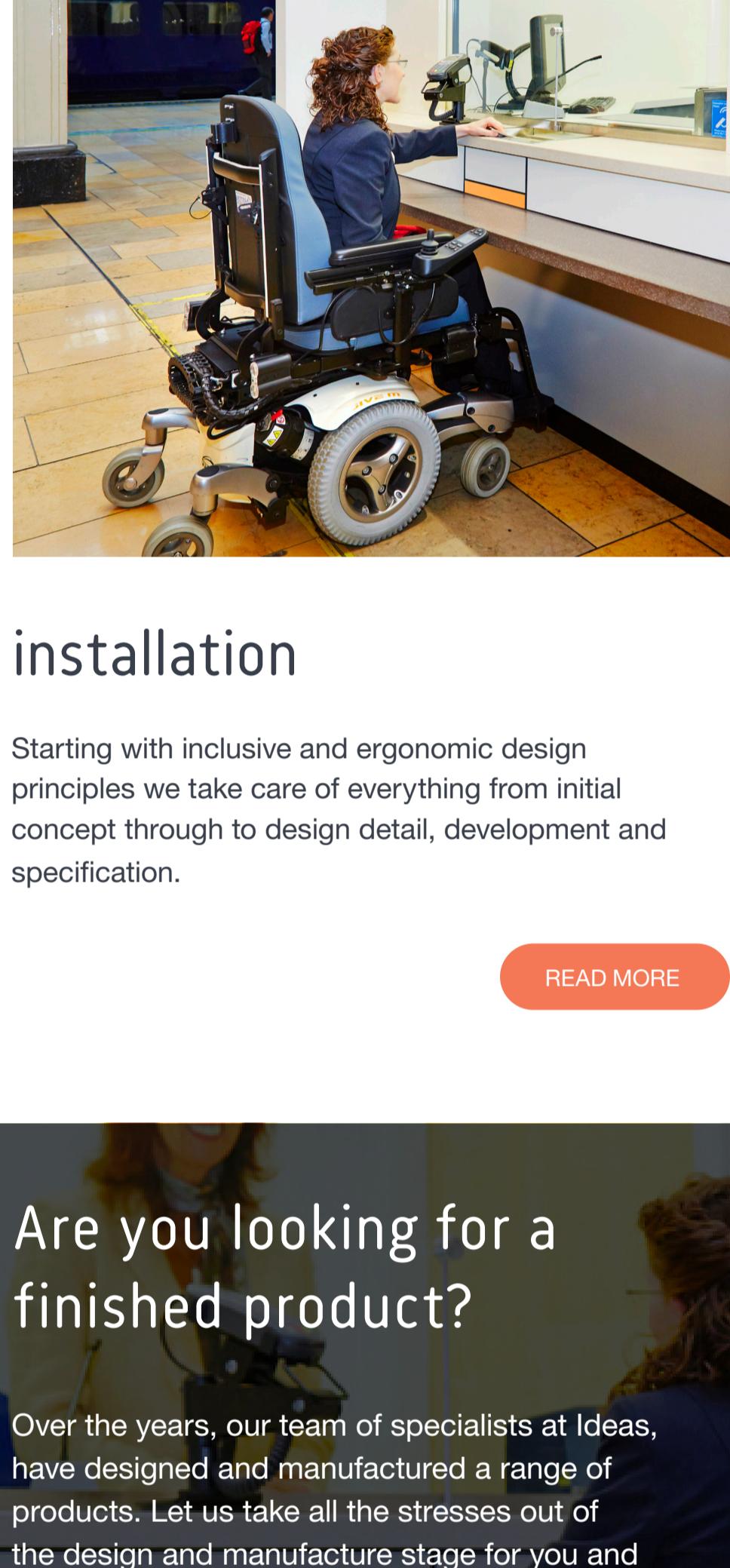
Helvetica Neue regular

Helvetica Neue medium

Helvetica Neue bold

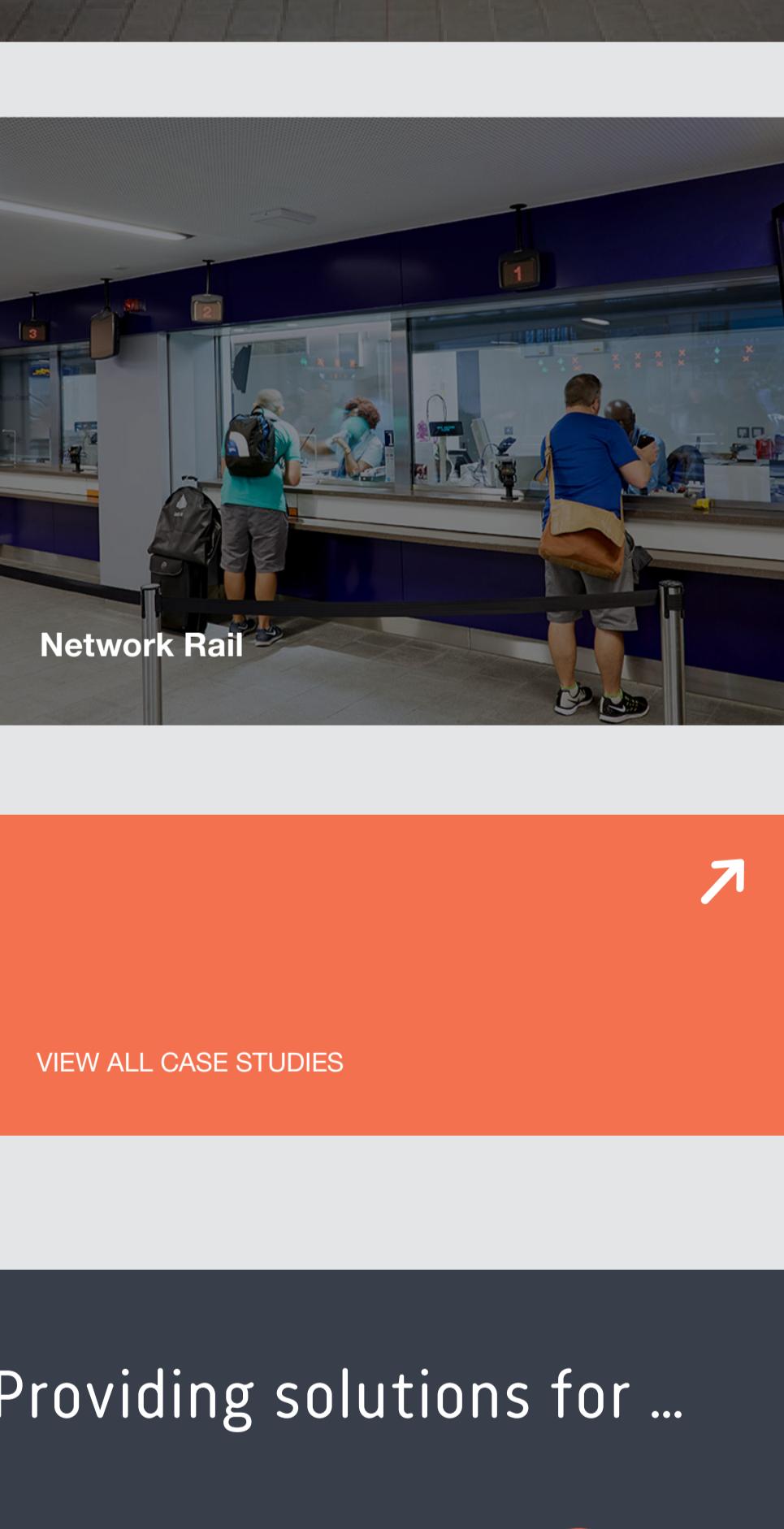
- design
- manufacture
- installation

↓
REUTERS
The UK's leading experts in ergonomic design, manufacture & installation of customer counters & security windows



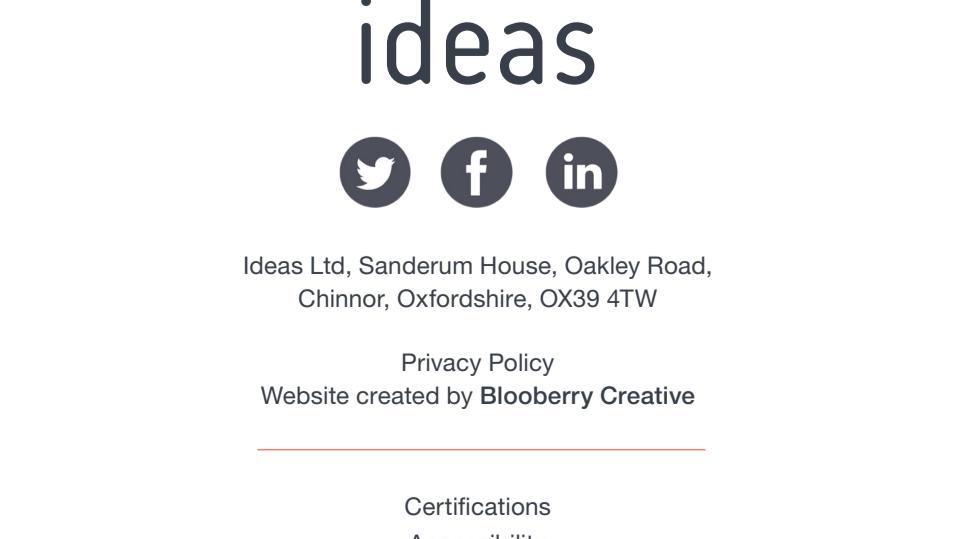
design

Starting with inclusive and ergonomic design principles we take care of everything from initial concept through to design detail, development and specification.

[READ MORE](#)

manufacture

Starting with inclusive and ergonomic design principles we take care of everything from initial concept through to design detail, development and specification.

[READ MORE](#)

installation

Starting with inclusive and ergonomic design principles we take care of everything from initial concept through to design detail, development and specification.

[READ MORE](#)

Are you looking for a finished product?

Over the years, our team of specialists at Ideas, have designed and manufactured a range of products. Let us take all the stresses out of the design and manufacture stage for you and supply you with our ready made ticket offices and counters.

[VIEW PRODUCTS](#)

Providing solutions for ...

Get in touch to find out more

+44(0)1844 355474

info@ideas.ltd.uk

ideas

Ideas Ltd, Sanderum House, Oakley Road,
Chinnor, Oxfordshire, OX39 4TW

[Privacy Policy](#)
[Website created by Blooberry Creative](#)

[Certifications](#)

[Accessibility](#)

[Terms of use](#)

[Privacy Policy](#)

[Modern Slavery Act](#)

[Health and Safety](#)

[Occupational Health](#)

[Environment Policy](#)

[Quality Management](#)

[CSR](#)