

# Modernized IPE Counter System Improves Gear Issue Workflow, Visibility, and Efficiency

## CHALLENGE

At one military base, an IPE issue area was in serious need of a facelift. The counter system in place? Let's just say it wasn't quite inspection-ready. "The appearance wasn't very professional," said the Staff Sergeant who led the upgrade. "It looked like a warehouse."

The existing space had limited functionality and minimal visibility. Troops coming through for training or deployment briefings didn't have a clear spot to review their gear, and staff had to adapt to a counter height that wasn't ideal for everyone.

Add in the need for better computer access and easier movement between rooms, and it became clear the setup was slowing the mission down.

## SOLUTION

The team brought in Patterson Pope to help rethink the space – not just to make it look better, but to make it work better, too.

The solution started with custom-built, quartz-topped counters that mirrored the kind of setup you'd see at an airport check-in line. One section of the counter was lowered to allow staff and service members to sit together, review gear, and talk through what was being issued.

"That lower section was a big deal," said the Staff Sergeant. "It makes the space feel more professional, more personal."

Counters were built in a mix of heights to accommodate people of different statures. Behind the scenes, it was all about functionality: integrated computer stations, durable surfaces for high-traffic use, and a rolling counter section on locking casters that could be moved if the team needed to shift the flow – for example, to push a cart through or open up more room.

Even the stools got an upgrade. "They look like they belong," said the Staff Sergeant. "Everything's cohesive now."



***"Everything functions how we want it to.  
It looks like we care. Because we do."***

## ACHIEVEMENT

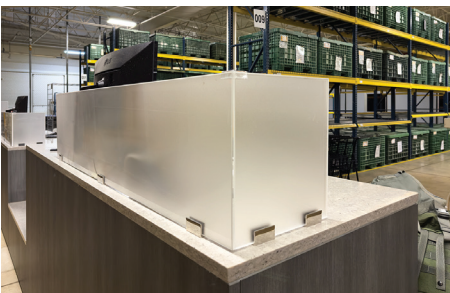
The result is a more flexible, organized, and professional IPE space that reflects the standards of the unit itself.

"Everything functions how we want it to. It looks like we care. Because we do," said the Staff Sergeant.

Beyond looks, the new layout supports daily operations, creating a smoother workflow, better communication, and a stronger sense of accountability from both staff and those receiving gear. It's a small renovation with a big impact. Or, as the Staff Sergeant put it:

"We're proud of it now. It makes a difference."

***"Everything's  
cohesive now."***



## ABOUT PATTERSON POPE

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