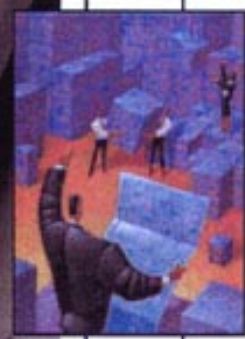


The Survival Guide to Office Moving and Remodeling



Interior Systems
Thomas
The Total Office Resource

Chapter One

Famous "Last Words" and Other Pitfalls

Improving your facility involves numerous decisions. Being an owner that's nothing new. You constantly make high-pressure decisions. So why should moving or remodeling decisions be any different?

The fact is, many owners have made moving and remodeling mistakes. And since it's much easier to learn from other people's mistakes, we present to you the following blunders by businesses who didn't have the help of Thomas Interior Systems.

Mistake #1

"Forget budget. Full Speed ahead."

There's nothing wrong with wanting to get the job done. But this owner rushed through a budget, then found himself forced to eliminate important elements that would have made his facility more productive, and more appealing to new and old clients.

Mistake #2

"I want the lowest price possible."

What this business owner really wanted was the best value and performance for the buck. That's a good start because value and performance determine the *overall life cycle cost of ownership*.

However, moving or remodeling involves multiple purchase decisions. To maximize budgets you've got to interrelate these purchases (phones, computers, furniture, carpet, security, movers, construction, etc.). He didn't and experienced a large coordination bottleneck later.

Mistake #3

"I'd rather do this myself."

This owner anticipated total chaos, so she kept her arms around every aspect of the transition period. She became an expert at carpeting, blueprints, ergonomics, and lighting and basically everything under control. That is, except for her floundering business.

Before jumping in consider all the details: phones, computers, information systems. How and when do you unplug everything without destroying your entire record keeping and communications system?

Mistake #4

"What does everybody else think?"

This owner got employees too involved and slowed down the decision-making process. Remodeling the office took forever.

Mistake #5

"I sign all the checks. I make all the decisions."

This owner never asked for employee input. He created dissension during a move that should have created excitement. Our advice? Show concern. Consider the psychological effect of change on the employees. This doesn't require a course in psychology. It requires a partner who knows how to prepare employees for the transition from old office to new.

Mistake #6

"First thing tomorrow."

This owner waited too long to address key facility issues. Postponing decisions cost the company in money, efficiency and overall appearance. Procrastinating over the interior portions of the office (color schemes, carpeting) left him with limited options (colors, products) which otherwise would have been available.

Mistake #7

"Just do it."

Great slogan, but it didn't help this owner. She built a brand new facility without any room to grow her business. Wait. It gets worse. Later, she discovers that the old facility would have been just fine -- if only it had been properly planned and remodeled.

Her mistakes? She overlooked the status on present employee productivity (work tasks, communication patterns, technology requirements). She skipped a forecast on planned growth. She needed an integrated plan.

Chapter 2

The 12 Benefits of a Well-Planned Office

Whether to move or remodel at all is the tough decision. Some business leaders simply postpone it. And why not? With all the pitfalls we mentioned in Chapter One of this Survival Guide, why even bother changing anything about your current space?

To turn this challenge into an opportunity, you've got to plan profitability and productivity into every aspect of your new space - from the first blueprints to the final art prints on the wall.

For starters, here's 12 ways your new office can positively impact profitability and productivity.

Value, Value, Value...

Look at the immediate and ongoing value you enjoy by getting expert planning, project management and product application advice:

- Save tens of thousands of dollars in unneeded equipment, space and furnishings.
- Reduce delays, surprises, down time and unexpected costs at installation time.
- Maximize your facility - not just while the space is brand new - but throughout its life span.
- Support and promote your business objectives while delivering bottom line value.

Tax Advantage...

Did you know? Some forms of flooring and demountable floor-to-ceiling walls allow for accelerated depreciation. Ask us about other tax strategies.

Increase Productivity...

Studies show that increased productivity can more than pay for the interior improvements you make. That's why our consultants consider the whole picture from workflow patterns to communication adjacencies to choosing the right office tools.

Healthy Savings...

Ergonomics lights, furnishings, seating and work tools create a healthy environment that reduces worker fatigue, helps employees stay on task longer and reduces workman's compensation costs due to working in ill-fitting surroundings.

Control Office Change and Churn...

If your organization regularly changes, consolidates or moves people, don't worry. We offer furnishings that support rapid change while aiding communication and productivity.

Improve Employee Morale and Enhance Company Image...

Studies show that the right work atmosphere can actually motivate, attract and retain valued employees.

Space Efficiency and Savings...

Did you know? You can capture an additional 10-25% of usable workspace from an existing inefficient space through better planning and design. Better use of high-density storage and vertical space can reduce real estate costs and still leave room for future growth.

Smoothly Merge with Changing Technologies...

How will your new office keep up with the relentless onslaught of new technologies? Easy. An office solution from Thomas accounts for future change. And just in case you're thinking of saving money by using you old furnishings, think again. Forcing "old" furnishings into "new" space will lower productivity.

...and Emerging Workstyles...

Today, businesses are working from home and hoteling. The trend is toward new structures and team environments. We can help you support future workstyles by planning for them...now.

Maximize Residual Values...

Quality furniture is always in demand. Invest in quality (whether stocks, homes, automobiles or office furniture) and your investment lasts longer and performs better.

Control Acoustics...

Right combination of furnishings, flooring and ceiling products can reduce noise and distractions, while creating an atmosphere that's both highly interactive and private.

Choose Thomas and Get the Added Benefits of a Single Source Expert...

- Enjoy the peace-of-mind that every facility need is met by professionals who have successfully completed over 10,000 projects.
- Tap into a comprehensive line of products and services via Thomas and our Total Office Resource Alliance Partners.
- Count on ongoing responsiveness from a proven worker, planner and communicator - a Thomas consultant.
- Sit back and relax as we juggle the multiple relationships your improvement project demands for you.
- Focus on what you know best.... your business.

Chapter Three

The Ideal Way to Transaction Your Business

What's best for you and your business? Moving? Or remodeling?

Over the years, we've developed the ideal process for executives like you who are facing an office moving or remodeling project. This unique-to-Thomas process is critical because it helps you make the most important business decision of all: whether to move or remodel.

By taking the following detailed approach, we will help you:

- Define a ballpark budget
- Realize all of your options *before* you decide to move or remodel.
- Ensure a solution that fits how your office works

The Thomas Approach

The first 4 steps of our process are essentially a Feasibility Study. During this phase we determine the scope of your project. We show you possible solutions, layouts and even a potential budget. And there's no obligation.

Step 1 - Survey Analysis

- Communications/interaction analysis
- Activity equipment analysis

Step 2 - Program Summary

- Number of employees
- Office requirements
- Square footage needs
- Block Plan

Step 3 - Floor Plan

- Layout
- CAD drawings
- Workstation typicals

Step 4 - Preliminary Budget

- Reception
- Workstations
- Filing
- Seating
- Flooring
- Private Offices
- Conference Room
- Training Room

At this point, you might ask us to implement some or all of the potential options. If so, we will present to you a very detailed proposal including:

- Project schedule/implementation plan
- Color and finish selection
- 3-D renderings and office/workstation typicals
- Mock ups and proposed solutions to help you visualize our new space
- And a square foot budget (if you choose)

To help you get a feel for your new and improved facilities, we've created a mini-Merchandise Mart. This unique display area will let you see and use the products you're considering.

Step 5

Project Schedule/Implementation Plan

Step 6

Proposal/Agreement

Step 7

Project Implementation

Chapter Four

Other Useful Tips

Privacy

Contrary to popular belief, isolating workers does not create privacy. What it creates is lack of communication. To create privacy that "works" focus on visual and acoustical control. Try using proper height partitions, or walls, in conjunction with a highly absorbent ceiling system.

Avoid Wall-to-Wall Walls

Too many walls cause too many problems. For starters, higher construction costs. Then there's the fact walls can be inhibitors to interaction and barriers to communication. Finally, too many walls will make it harder for your business to adapt to change. So whatever you do, don't go "wall" crazy.

Accept Change

The way business is conducted today is bound to change in the future. Your success depends upon your willingness and ability to adapt to changing business conditions as they occur.

Promote Interaction

Today, an office is where people and technology interact to promote the exchange of information. Your first challenge is to decide whether to promote or inhibit this exchange of information. By planning now for and promoting the interaction of employees and their equipment, you will prepare yourself for adapting to future change with a minimum of disruption.

Involve Your Employees

Ask employees what their new office needs are and you will instill a pride of ownership.

Be Flexible

A facility that is hard to change is inefficient, and becomes even more inefficient as time goes by. Don't undermine the value of your investment over time. Build-in flexibility now!

Be More Flexible

When you remodel or build a new office, you are investing in your productivity. To make sure that productivity - and efficiency - continue over the life of your asset, stay flexible.

Chapter Five

The Total Office Resource

One walk through our resource center and you'll see what kind of power we can leverage for you. You'll see lots of hands-on material and display (furniture, carpeting, samples, seating, lighting, etc.) just waiting for you to tap into. But creating a productive facility takes more than "things." It takes the coordination of many "people" resources.

Frankly, we can't imagine a successful business owner who has the time, energy or skills to macro or micro-manage all the resources involved. Still, some try to hire and oversee a hodge-podge of outsourcing specialists (what a nightmare).

But you need much more than a bunch of specialists. You need specialists who have on-the-job experience working together. That's why all of our resource partners have collaborated before. We've seen the quality work they do. And they know the kind of service we want delivered to our customers.

To fully appreciate our total resource approach, all you have to do is lead the way with important strategic decisions. Thomas will consult with you to make the best decision and manage the project for you. That way you can stay focused on what's important: your business.

Here's all the resources you need to consider:

- **Real estate consultants & agents**
- **Movers**
- **Architect**
- **Phone equipment & services**
- **Voice, data & network cabling**
- **Contractor & various trades**

- **Design in presentation products (audio/visual, etc.)**
- **Art work/signage**
- **Lighting**

Thomas will partner with and coordinate all of the following resources or you. Whether you need some or all of these services, Thomas' Total Office Resource provides and coordinates a proven team of experts who deliver the services you need.

Real Estate Services

A skilled real estate consultant can unlock hidden assets in your existing facility or lease that provide significant funds for your move or remodel project. Our alliance partners, consultants and agents can help you find a property solution.

Mover

When moving, coordination and timing is critical. But to relocate you the right way, movers must work with your drawings, existing furniture, equipment, records, supplies and more.

Architect

We work with independent licensed architects and designers to provide stamped, working drawings and technical assistance for all construction related projects.

Phone Equipment and Services

To relocate or replace your phone system requires time and coordination with telecommunication specialists who work in conjunction with your Thomas drawings, installation of furniture and other coordinators.

Voice, Data and Network Cabling

If your cabling is separate from the equipment and service, it must be coordinated with voice and data systems.

Contractor for Demolition or Construction

You'll need a licensed contractor to coordinate various tradesmen (drywall, ceiling, electrical, painting, carpentry, etc.) This is where our communication and coordination skills come in very handy.

Presentation Products/Video Conferencing

Audio/visual/video technology is an important aspect of business that must be designed into your initial office configuration. The latest technology in conference and training facilities.

Art Work/Signage

From signed originals to well-matted framed prints, artwork and signage make a big difference in working environments. Like all other elements, they must be carefully considered and coordinated.

Lighting

Proper lighting can reduce your energy consumption by 10-20% while increasing productivity. *Did you know?* 90% of electricity used for lighting is turned into heat and requires increases in air conditioning to compensate?

We know this booklet has set you on the right course. With your enlightened decision-making and our great selection of resources, you can't go wrong.

If you'd like a feasibility study started today, or if you'd just like to talk, call us at 1-630-980-4200.

We'll do more than move or remodel your business. We'll help you rejuvenate it. That's a Thomas Promise, too.