



Sample Workplace Rendering | © Red Thread

FURNITURE WORKPLACE SERVICES

Helping You to Create a High-Performance Workspace

We help you determine the furniture that best supports your business, fits your budget, and amplifies the performance of your people. With our expertise and vast portfolio of options, you'll find the right solutions at the right price for the right applications.

Red Thread handles everything from design support and project planning to installation and move-ins. Once you have your furnishings, we manage your service, reconfigurations, and asset management. This means we're here from concept to implementation, and available for support as long as you need us.

Our capabilities include:

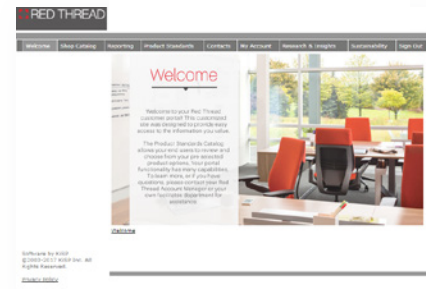
- Design Application Support
- Project Management
- Online Project Portal
- Warehouse | Delivery
- Union | Non Union Installation
- Move Management
- Employee Move In Experience
- Onsite Services: Repairs | Warranty | Cleaning
- e-Business Services
- Reconfiguration
- Furniture and AV Rental
- Asset Management
- Liquidation and Brokering
- Leasing
- Technology Life Cycle Management

Design Application Support

In collaboration with your architect and design team, we offer the technical resources and expertise to support your workplace design to meet your organization's needs and culture. Our experienced professionals use CAD and other tools to transform your vision into reality by creating thought starters, typicals, renderings and final installation drawings. We manage specifications, finish samples, field measurements, and building code compliance. When the project is complete, we will ensure timely delivery of your as-built drawings.

Project Management

Our professional project managers serve as integral members of your extended project and construction management teams, integrating schedules to ensure a well-planned, efficient implementation. From project kickoff and walk-through to installation and closeout, our project managers follow a defined and time-tested process to deliver consistent results. They serve as the main point of contact throughout the life of the project, keeping you informed every step of the way.



Online Project Portal

Our online project website leverages technology to streamline the communication and coordination necessary to manage and execute projects with your extended project team.

We save you time and money by sharing access to project information with your internal team, including contact information, furniture standards and applications, drawing revisions and project documentation.

Warehouse | Delivery

We pride ourselves on our timely, accurate and damage-free deliveries. Our warehousing facilities across New England handle a vast number of shipments received and delivered each day. We specialize in the details - receiving and inspecting your products for visible damage, and consolidating shipments from multiple manufacturers. Our Red Thread fleet of trucks ensures your delivery runs smoothly, and that your products arrive safely and on budget.



© Christian Phillips Photography

▲ Red Thread Boston Showroom

Union | Non Union Installation – Local and Remote

Whether you are investing in new solutions, utilizing existing inventory, or reconfiguring your workspace, our installation experts will build an environment that works for you. We are committed to providing reliable quality to ensure that your new space is flawless and work-ready. Local, national or global, our project managers oversee remote installations onsite, providing close supervision and ensuring that the Red Thread standard is met each and every time.

Move Management

Our move management professionals plan and oversee the moving process to provide a smooth transition into your new space. No matter the scale, a successful move depends on attention to detail. As your single point of contact, our Move Managers work closely with you on planning, budgeting and scheduling. We provide protocols, labeling instructions and directional signage to ensure a smooth transition for your employees.

Employee Move-In Experience

From pre-move, to move-in day, to post-move, we create a program that shares your vision for how your new space supports your most valuable asset –your people. We deliver an employee experience that is tailored for your organization.



PRE-MOVE

- communication plan
- pre-move survey
- space plan



MOVE-IN

- directional signage
- customized move-in booklet
- product demonstrations/ trainings, including optimizing seat adjustments



POST-MOVE

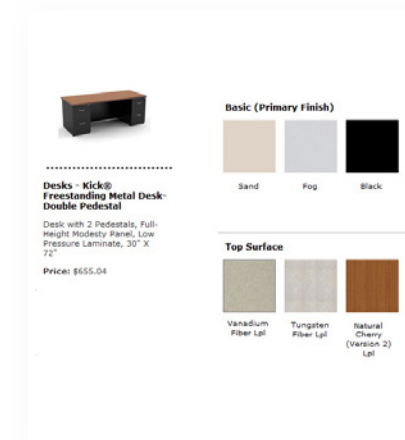
- online educational videos
- welcome gifts

Onsite Service | Repairs | Warranty Replacement | Touchups | Cleaning

Our relationship doesn't end with a successful installation. As a full service partner, we are here to support you for all of your ongoing furniture needs. Red Thread provides responsive warranty and non-warranty service with onsite repair and replacement, as well as wood touch ups, product cleaning, and seating adjustments. Our experienced staff is dedicated to maintaining your furniture investment.

e-Business Services

For your convenience, Red Thread offers a custom e-commerce portal to maintain your solution standards and facilitate the procurement process. Your online portal enables employees or facility managers to shop from a product standards catalog, view and accept project quotes, request services, manage assets, share files, view reports and more.



PURCHASE

Simplify the purchase of all furniture and furniture-related transactions by shopping from an approved standards catalogue, capturing all your purchases at the line item level.

MONITOR PERFORMANCE

In real time, view furniture quotes, purchase order status, delivery schedules, punch list issue status, invoice and payment details, and historical spend reports.

MANAGE INVENTORY

Check inventory availability, search warehouses, and make requests for in-stock products that meet your immediate needs. Save money by maximizing the use of your existing assets rather than purchasing new products.

Reconfiguration

Whether you're looking to increase productivity, downsize, or update your workspace, Red Thread's reconfiguration experts can help to optimize your real estate and derive the most value from your furniture investment. We collaborate with you to meet your requirements while minimizing the costs of current and future moves, additions, and modifications. Your space should work for you today and tomorrow, and we are here to help.

Furniture and AV Rental

Need furniture or technology fast to support a growing team? Our rental services help you address short-term needs while seeking the best long-term solution. Whether you need one or 100 workstations, a projector or flat screen, we offer affordable solutions and flexible terms of one day, one month or one year. With the widest range of product solutions and fast and reliable delivery, we are positioned to meet all of your rental needs.



▲ Red Thread Wilmington Warehouse

Asset Management

With over 240,000 square feet of storage space and a sophisticated bar code-based system for inventory tracking and reporting, Red Thread can store and manage excess chairs, workstations, desks and other equipment. We keep everything in order for you, ensure it's in top condition, and bring it to your site when requested. As a single resource for all your asset management needs, we help you cost effectively manage change in your facility.

Liquidation & Brokering

Liquidation and brokering of unneeded furniture allows you to recover some initial purchase costs and free up your warehouse space, onsite storage rooms and facilities. Liquidation provides an attractive and sustainable alternative to regular furniture recycling. Red Thread helps coordinate the inventory packaging, selling, and delivery of these assets from your facility to one of our brokering partners. In addition, we maintain relationships with the region's best pre-owned office furniture suppliers to deliver affordable alternatives to buying new.

Leasing

Red Thread partners with Steelcase Financial Services to provide a wide range of financial options. You can finance your furniture, or your entire project, including products, delivery, installation and professional services. We offer a flexible range of leasing options so that you can select the right solution for your financial strategy. If your needs change in the future, take advantage of our furniture buyback program and turn your excess furniture into usable capital. Together we can structure a financial program that will help you meet your goals.

Technology Life Cycle Management

As you continue to make new investments in technology, organizations need to find ways to manage assets over time. Our Technology Lifecycle Management services are designed to handle computer-related hardware, from leading edge to legacy systems. Our program includes:

- Certified audit
- Data security | re-deployment
- Charitable donations
- Asset remarketing
- Lease return
- Facility shutdown management
- EPA-compliant end-of-life processing