

# ANDREWS MOVING AND STORAGE

## QUICK SALES GUIDE

FOR MEMBER DEVELOPMENT



*"The value is being able to work with one person to get the best pricing for multiple locations; someone who understands our culture and helps us reduce overhead."*

*- Member of OMNIA Partners*

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## QUICK SALES GUIDE

### Contents:

- 1.) Why do Members need our solution?
- 2.) What is the solution?
- 3.) How to recognize an opportunity
- 4.) What is the Value Proposition?
- 5.) What is the relocation process, after a Member signs the CMSA?
- 6.) Case Studies

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## QUICK SALES GUIDE

### Why do Members need our solution?

1. Member companies operate facilities in multiple locations around the country, and around the globe
2. Each facility manages relocations on their own:
  - Prepare and send multiple RFQ's
  - Conduct multiple on-site surveys
  - Attempt to make "apples-to-apples" comparisons
  - Select the vendor out of limited pool of local providers
  - Source supporting services for areas not covered by local relocation vendor
  - If multiple moves happening at the same time, must manage communication across multiple vendors
3. With each relocation, the Facilities Manager or Project Manager must perform the same, redundant tasks
4. The Member company is not aggregating spend, and is not leveraging the purchasing power of a global provider
5. Often times, the purchasing department is unaware of the total actual spend for relocations

### What is the solution?

Managed Office Relocation Services, or "Managed Services" for short:

1. A single source to coordinate and schedule all companywide relocation services
2. A single communication channel to manage all aspects of each relocation, regardless of size
3. Local, national and international reach
4. Consolidate and reduce companywide spend by leveraging our global purchasing power
5. From a single office, to an entire headquarter relocation – and everything in between
6. Intimate knowledge of local vendors around the world allows for best-in-class service, quality and price

*"Andrews provides an invaluable service by being a point of contact for all moves."*

*- Member of OMNIA Partners*

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## QUICK SALES GUIDE

### How do I recognize an opportunity?

1. Does the company operate offices in multiple locations around the country, or around the world?
  - The facilities managers are likely operating autonomously, without much support or direction in this category
2. Is this Member rapidly growing?
  - They will likely need additional office space, promoted employees will move to headquarters, etc.
3. Is this Member going through a merger, acquisition or consolidation?
  - Any one of these scenarios are likely to require multiple relocations
4. Does this Member typically experience, or complain about having a decentralized purchasing structure?
  - One of the biggest benefits of Managed Services is the transparency and reporting that the corporate purchasing department receives on each move that occurs companywide
5. Is the Member going through a restructuring of any kind?
  - With restructuring comes relocation – It's inevitable
6. Will the company be moving its headquarters, or any large division, in the next 2 years?
  - This is often times the way we are introduced to Members, because it is the most obvious, and largest single relocation event that a company encounters
  - We are certainly interested in helping Members with their large headquarter moves, but this is not the area that provides them with the greatest cost savings in the program. It is the most visible opportunity, and a part of the total package, but is often a small spend when compared to the daily relocations that occur companywide

### What is the Value Proposition?

Andrews has been in business for over 100 years. Over this time, we have developed relationships with service providers around the world, which gives us the reach and purchasing power that is unmatched in our industry.

Because of our unparalleled reach, reputation and history, we are able to dictate service, quality, and price levels with the best network affiliates in each region. Members of OMNIA Partners will benefit from our existing network of relocation agents because they are able to "piggy back" on the years of careful selection we have made, and enjoy the cost savings that these relationships provide.

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## QUICK SALES GUIDE

### What is the relocation process, after a Member signs the CMSA?

Once a CMSA is signed, the Member will be provided with:

- Online project submission portal (if desired)
- Andrews main contact list

Each relocation will be managed in a method outlined below:

#### **Step 1: Planning**

- Andrews receives electronic/customer requisition
- Andrews confirms receipt, and follows-up if additional details are needed
- Site Survey scheduled within 48 hours
- Detailed scope, estimate, and timeline provided to Member
- Upon acceptance of proposal, the appropriate parties are introduced to the Andrews support team
- Andrews to contact Member within 48 hour of scheduled move to ensure all details are confirmed

#### **Step 2: Project Roll-out**

- Contact building managers
- Coordinate schedules
- Organize furniture tear down/reconstruction
- Determine inventory/asset management needs
- Determine warehousing, consolidation and distribution needs
- Execute relocation based on proposal

#### **Step 3: Reporting / Project Completion**

- Reports are provided to customer contact(s)
  - Project recap
  - Cost management (actual VS. estimated cost)
  - Performance indicators
  - Customizable to Member
- Member is invoiced within 10 business days
- Member is asked to complete a service survey

*"Working with Andrews, we don't have to recreate the wheel every time we have a move."  
- Member of OMNIA Partners*

# ANDREWS MOVING AND STORAGE

## QUICK SALES GUIDE

### Case Studies:

- 1.) Maxim Healthcare – Managed Services
- 2.) Worthington Industries – Managed Services
- 3.) The Ohio State University - Managed Services
- 4.) Retail Customer – Project Management
- 5.) Retail Customer 2 – Specialized Transportation
- 6.) Victoria's Secret – Distribution
- 7.) Victoria's Secret – Inventory Management

## PROJECT OVERVIEW

Andrews was contracted by Maxim Healthcare, through the Corporate United (a subsidiary of OMNIA Partners, Private Sector) CMSA, to provide relocation management services for their 360 nationwide offices.

## CHALLENGES

1. The customer's procurement department was unaware of total spend on office moves, transfers, etc.
2. Several different people were responsible for managing office relocations across the country.
3. With each relocation, the local facilities manager would repeat the process of vetting a local relocation vendor, thus creating redundant activities across the company.

## THE SOLUTION

1. A single-source of contact at Andrews to help streamline relocation services throughout all remote locations.
2. Consolidate and reduce companywide spend by leveraging Andrews' global purchasing power.
3. Customized monthly reporting provides much-needed business intelligence.

## CONCLUSION

Andrews was able to help Maxim consolidate, manage, and provide reporting for all companywide relocations around the country. Maxim realized an annual savings of over \$15,535.00\* in time, and \$34,400.00\* in relocation costs as a result.



\*Information based on 10 weeks of saved time. Salary info provided by <http://www1.salary.com/Facilities-Manager-Salary.html>. Relocation expense savings based on an average retail discount of 12.5% of total annual spend.

## PROJECT OVERVIEW

Andrews was contracted by Worthington Industries, through the Corporate United (a subsidiary of OMNIA Partners, Private Sector) CMSA, to provide relocation management services for their nationwide offices and the relocation of one of their largest offices in the country.

## CHALLENGES

1. Worthington needed to move over 250 people within a small window of time
2. All technology required disconnection/reconnection at origin and destination
3. The relocation included large case goods, furniture, and contents
4. Each department required different moving days/times

## THE SOLUTION

1. A single-source of contact at Andrews to help streamline and organize the relocation across all departments at Worthington
2. Andrews created a Move Plan that helped coordinate packing, origin item identification, and destination location planning
3. Created a 3-phase move schedule to accommodate the different move times and dates

## CONCLUSION

Andrews was able to help Worthington Industries plan, manage, and execute one of the largest single moves in their company's history, while showing them considerable savings. Worthington continues to leverage Andrews for their companywide relocation needs.

## PROJECT OVERVIEW

Andrews was contracted by The Ohio State University to provide continuous relocation management services for their campus-wide office, department, and laboratory moves.

## CHALLENGES

1. The customer manages over 1,300 buildings, spanning 16,000 acres
2. The Ohio State has over 30,000 full-time/part-time employee workstations and offices
3. Several different people are responsible for managing office relocations across multiple departments and campus locations
4. Office and department changes and moves occur quickly, and often with little notice

## THE SOLUTION

1. A single-source of contact at Andrews to help streamline relocation services
2. A dedicated Andrews Project Manager is available at all times to respond to urgent requests
3. Consolidate and reduce spend by leveraging Andrews' proven time-saving move processes
4. Customized monthly reporting provides much-needed reporting across campus cost centers

## CONCLUSION

Andrews was able to help The Ohio State University consolidate, manage, and provide reporting for all campus-wide moves, additions and changes. Andrews is engaged with multiple departments, contacts, and employees at The Ohio State University on a daily basis, ensuring their relocation needs are being met quickly and effectively.



## PROJECT OVERVIEW

Andrews was contracted by a major retailer to help manage a roll out project of drawer bars that included approximately 630 stores with fixtures shipping throughout the United States.

Five vendors were involved with the project including three in Canada, one in Texas and one in Ohio. Andrews managed the consolidation of the fixtures and accessories from the five vendors, verified the inventory and condition of the items and managed the communication and distribution of store specific needs between the retailer, individual stores and malls. Andrews was responsible for delivery and installation according to the retailer's needs.

## THE CHALLENGE

During installation, the Andrews team recognized that the alignment of the side panels for some of the fixtures was off. To complete installation, different hardware was required than the hardware that was shipped with the panels.

## THE SOLUTION

The Andrews project manager and installers found that by adjusting the size of the screws used during installation, the side panels lined up as needed to be installed properly. Andrews promptly notified its network of agents about the varying screw size. The agents purchased the correct screws to send with the crews for installation at each location. This allowed the contractor to save time travelling between stores or worrying about having the proper equipment to complete each install. In addition there were no extra costs to the retailer beyond the nominal cost to purchase the new screws.

## CONCLUSION

Andrews was able to help the retail client successfully launch their drawer bar project despite the design and installation challenges. There was no disruption of installation. The drawer bars were installed easily with the addition of the new hardware within the original deadline and with very little additional cost to the retailer.



## PROJECT OVERVIEW

Andrews was contracted by a major retailer to help manage a roll out project of watch display cases that included approximately 500 stores with fixtures shipping from Canada. The distribution of the fixtures spanned Canada, the United States (including Hawaii) and Puerto Rico.

## CHALLENGES

1. The top half of the fixtures were tempered glass with a hinged door and needed to be handled with a very high level of care. If extreme care was not taken, the door would fall out of the fixture when unwrapped and shatter.
2. The retailer faced challenges with store distribution due to unforeseen circumstances in their production of the fixtures. Essentially they were behind the schedule they had planned for.

## THE SOLUTION

1. Andrews quickly identified the issue with the hinged doors and developed updated handling instructions. The Andrews project manager contacted every driver, crew and agent that was involved with the project and communicated the new handling instructions. As a result, we were able to eliminate the likelihood of damages that our client might have faced due to the design of the fixture.
2. When production fell behind, delivery dates to stores were changed and some stores were removed from the distribution list altogether. Andrews worked closely with the retailer to reallocate fixtures, reroute loads and ensure that all of the remaining stores had received their fixtures in time for the launch. There were no delays or shortfalls.

## CONCLUSION

Andrews was able to help this large retail client successfully launch their watch tower rollout project despite production and design challenges.

The watch display cases delivered on time, on budget and damage free.



## PROJECT OVERVIEW

Andrews was contracted by Victoria's Secret to provide merge-in-transit, pick and pack, and project roll-out services to 176 nationwide retail stores.

## CHALLENGES

1. Merge-in-transit – The scope of the project was large; encompassing 9 vendors (8 domestic, 1 Canadian), 19 types of product, and 1456 individual items. Vendors were given a deadline to ship their product to the consolidation point.
2. Pick and Pack – Customer required 8 different packing scenarios, each with multiple variables.
3. Project Roll-Out – Customer needed one company to manage all aspects of nationwide roll-out.

## THE SOLUTION

1. Merge-in-transit - Shipments were received by Andrews, inspected externally for damage, staged by product type in a designated area, barcoded and scanned into our proprietary inventory management system.
2. Pick and Pack – Andrews picked each type of product per individual store inventory, palletized, labeled store-specific, and staged by shipment, by stop, then by store for transportation to the delivery agents. Once individual items were pulled from inventory, they were scanned again to assign each item to a specific store and pallet number.
3. Project Roll-Out – Andrews: cubed shipments, optimized truckloads to delivery agents nationwide, wrote specific handling & delivery instructions, set up service with delivery agents, produced all hauling documents, assigned trucks to loads, determined load & delivery schedules, tracked drivers, confirmed piece counts with delivery agents, tracked final deliveries to stores, and provided tracking reports to customer multiple times per day.

## CONCLUSION

Andrews was able to help this large retail client successfully launch their nationwide distribution project – on time, and on budget.

**VICTORIA'S  
SECRET**

## PROJECT OVERVIEW

Andrews was contracted by Victoria's Secret to provide inventory management, bar code tracking implementation, and asset management services.

## CHALLENGES

- 1.) Mannequins, displays, racks, fixtures, and other equipment were stored in multiple locations
- 2.) Inventory quantities, descriptions, locations were not being tracked
- 3.) Items could be ordered by anyone, from any department, in any quantity – regardless of cost, availability, or timing
- 4.) The customer had inventory, but lacked an inventory or asset management system

## THE SOLUTION

- 1.) Andrews developed a hard-copy, and digital catalog of all fixtures, mannequins, furniture, accessories, racks, displays, and equipment for easy location and selection
- 2.) Provided web-access with security parameters, ensuring the right people order the right items
- 3.) Established a bar code system for individual and lot items
- 4.) Established an inventory management system from a single warehouse, with a single source of contact

## CONCLUSION

Andrews was able to help this large retail client successfully create an inventory and asset management system that resolved their issues and is available 24/7.



VICTORIA'S  
SECRET