


Beyond the office...

VOLUME 2 • ISSUE 1

April 2010

A quarterly newsletter presented by  **SUPPLY SOURCE**

Welcome to the new home for



SUPPLY SOURCE
DC, LLC.

Take the tour on pages 6 & 7.



Welcome Aboard - Donald Breneisen, Jennifer Cobbs, Carole Swaney, Melody Young & Kerilyn Russo

The Williamsport office is pleased to announce that Donald Breneisen joined our team as the Williamsport Warehouseman on February 8. Donald has a combined ten years previous work experience as the Assistant Manager of Sam's Club in both the Muncy and Wilkes-Barre stores. Donald's positive attitude, management background, and inventory experience will surely be an asset to this position. In his free time, Donald enjoys camping and hiking.



Donald Breneisen

Our DC office is pleased to announce that Jennifer Cobbs, Carole Swaney, Melody Rickman, and Kerilyn Russo have joined our team.

Jennifer Cobbs has joined as a Project Coordinator. Jennifer has over six years experience in the contract furniture industry working as a sales coordinator and project assistant.

Carole Swaney has joined as a member of our Sales team. Melody Young has joined our Operations team as a Project Coordinator/Ops Assistant. Both are well known, proven industry veterans who bring a wealth of knowledge and abilities to our team.

Kerilyn Russo joined our team as an Interior Designer. Kerilyn is a proven dealer designer familiar with the Herman Miller product line, Team Design, and CAP Studio.

Please welcome them all to the SupplySource team.



Jennifer Cobbs

Carole Swaney

Melody Rickman

Kerilyn Russo

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Facility Plans for 2010... and the winner is

In order to get a feel for what our customers were facing for 2010, we created a survey asking them the following questions:

- Do you have plans to move?
- Do you have plans to expand?
- Will you be constructing a new building?
- Will you be hiring any new staff?
- Will you be reconfiguring your space?
- Will you be purchasing new furniture?
- Are you interested in energy management?

By answering the survey, each person was entered into a drawing to win Herman Miller's Setu chair. Out of 126 entries, Cindy Arnold (pictured right) from Precision Medical was chosen at random as the winner. Congratulations, Cindy!





An Eye On Customer Satisfaction

From the start, Steve Matthews was accommodating and on point. He knows his stuff and was most helpful. If we called your offices, we were met with a pleasant voice and followed up with efficient, accurate information. The people that did the install wasted no time and put the products together and up very well. I am most pleased with the professionalism from everyone who represented your company. Thank you for a job well done. And lots of compliments on the look and functionality!

- Lt. Myra A. Taylor

PA State Police Project #46636

Thanks for a job well done. Jennifer should be complimented on her professionalism and helpfulness.

- Chris Ramish

PA Fish and Boat Commission Project #46842

Service has always been outstanding with great sales people who listen to our needs and do not attempt to over sell but rather provide the products that will benefit our needs. Follow-up after the sale is very good.

- Len Otto

Hope Enterprises Project #47300

Check us out on Facebook!

Continuing with our effort to better engage with our customers through social media, SupplySource is proud to announce that we now have a Facebook fan page. The fan page provides an opportunity to share photos of our showrooms, engage in discussions with other Facebook users, and provides yet another method of distribution for news, research papers, and so much more.



To become a fan of our page, check out www.tinyurl.com/ssifb or search for "SupplySource Inc." at www.facebook.com.



Daryl Pilon returns to Business Development Manager

After spending nearly one year with Energy Controls Group, Daryl is returning to SupplySource as a Business Development Manager.

Daryl contributed significantly in helping ECG to complete its start-up phase. As indicated by Dave Abernathy, "Daryl's efforts have been tireless and his support unwavering. His ability to network has set the stage for what we all hope is a strong and meaningful addition to help SupplySource serve its market." Daryl will be contacting his old customers and working on developing furniture business throughout Central and Eastern PA.



Mattie Jackson and Michael Bern Have Joined Forces



Mattie Jackson and Michael Bern from our Arlington, VA, office have joined forces and are now teamed together to handle some of our largest, most significant government accounts (and any commercial accounts Michael can dig up now that he has a new level of help with existing government clients). Their mutual strengths will enable us to provide better day-to-day support while allowing Michael to concentrate more on business development activities, especially in marketing our turnkey services capabilities and movable wall program.



We are very excited about this move as we evolve our sales force to support our government program and forge new business in the commercial sector.



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Welcome Back, Adeline!

Adeline Taranto is "on the road again" as a sales rep for SupplySource. For the past five years, Adeline has been targeting the A&D firms as our Business Development Manager. In addition to maintaining the relationships she's established with the A&D firms, Adeline will be using her skill set to obtain new business in the western corner of Pennsylvania.

Thanks, Adeline, for your willingness to help us grow sales.





Project Highlights: Warwick School District

Photography by Rick Karp

The Warwick School District and Daryl Pilon have cemented an equally beneficial relationship since 2002 when Daryl was awarded the John Beck Elementary School furniture project and worked with Joe Narcowicz, the principal. The SupplySource team interviewed several staff members and brought samples of new ideas to the school. Joe was very satisfied with the outcome of the school and was a reference for us on the Lititz Elementary School.

In 2005, we were chosen to provide the same services for the Lititz Elementary School. This project was extremely detailed as the same site was used for the new school, in the heart of Lititz. The existing building was torn down, and the new building was constructed on the opposite corner. We not only provided a detailed furniture package, guided the placement of electrics, data and phone, but also provided move management for displacing the students to three other schools during construction. Paying attention to detail allowed the installation to be flawless, with a very happy Principal, Joe Elder. Joe also recommended us for the Middle School project based on our performance on his project.

In 2007, an RFP for services was generated by Dave Zerbe, Warwick's Business Manager, for the Middle School Project. There were three bidders with similar pricing. We were chosen because of past performance, attention to detail, and willingness to go the extra mile. We were awarded the project in 2008 and began with an inventory of the entire school. Later this inventory would be used to identify items that would transfer to the new school and the public auction of the remaining items. As with Lititz Elementary School, we guided utility placement in classrooms and administration areas. We provided two different styles of classrooms that met the demands of the faculty. We provided a best-solutions approach, not only on the selection of manufacturers, but in the purchasing methodology. Today the students and staff are enjoying a beautiful school, nicely furnished with furnishings and components that will last the test of time. Another happy client.





Johnstown Showroom Remodeling Progress

Photography by Carl Lavelly

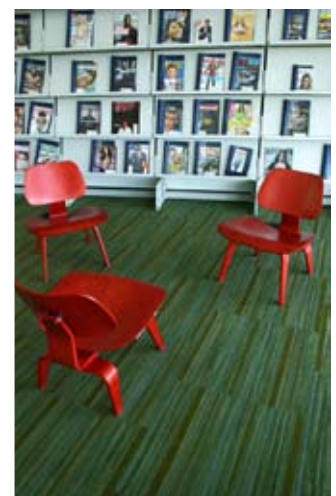
On March 22, Rick Martinek started the remodeling process of our Johnstown’s office. The pictures below show the progress of the west side of the showroom. Electrical work will start the week of April 12. Anticipated completion date is mid-May. Stay tuned for updates on the transformation.



Corissa DeMattia and the Higher Education & Learning Markets

We are pleased to announce Corissa DeMattia has taken on the new role of Learning Environments Specialists focusing on the higher education and learning markets. Corissa has already landed three library projects and is working on others. This program is supported by Herman Miller with significant resources and incentives. This vertical market is a growth area and a significant piece of our commercial business development plans.

Pictured below are some images from Corissa’s recently completed Benning Library project.



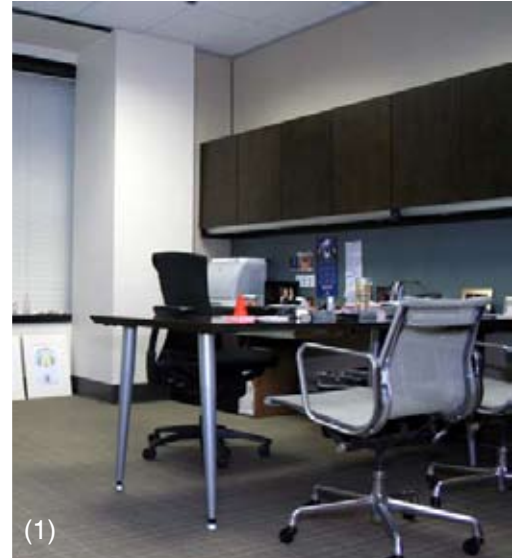


Moving D.C. to Arlington, VA -

Photography by David Starks

January was a very busy month for those at our D.C. location. Aside from the normal influx of orders, the D.C. staff was tasked with migrating to a new location in Arlington. Depicted on this spread are pictures of the new space featuring a blending of product from the old space and some new additions to account for this location's expansion.

Pictured are Gary Corbett's office (1), a view of a workstation cluster (2), the main walkway (3), the conference room (4), a lounge area overlooking the city of Arlington (5), a vacant private office (6), views of some of the V and M wall installations (7), the outside of the conference room (8), another private office (9), and the main entrance break-out area (10).





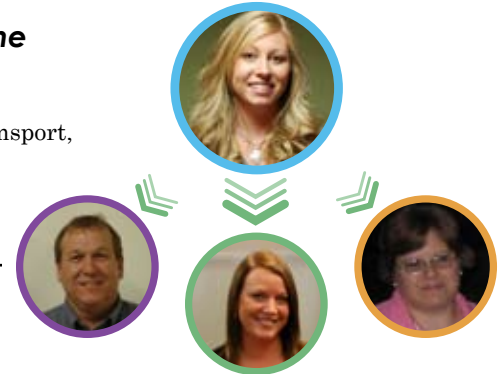


Caught in the act...

Caught in the act gives everyone at SupplySource the opportunity to write a few words of praise for a job well done by one of their fellow co-workers. Check out this month's atta-boys!

Jennifer Kneeder to Bob Stoffregen, Sara Lundy, Kelly Barnfield & the Williamsport, Camp Hill, and Johnstown Installers

I would like to thank Bob Stoffregen, Sara Lundy, Kelly Barnfield and all the Williamsport, Camp Hill, and Johnstown installers who made the job at Paterno Library a success! Without this teamwork we would have never been able to turn a devoted Steelcase customer into a Herman Miller believer!

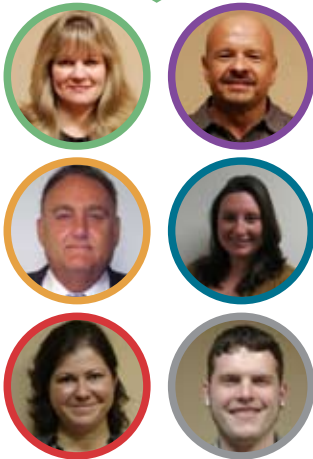


Gary Corbett to Michael Bern, Gay Bedwell, Brian Shaw, Kyra Krotec, Nadia El Gammal & John Yogodzinski



I do not normally single someone out for this section as it is a great place for associates to call out one another (not so much a place for management types like myself). However, there is a situation that calls for making an exception.

As you all may know, we are working on record sales, a strong installation schedule, and bookings that are still holding very strong. In short, we are super busy, and there has been no let up (for which we are thankful). Amidst all this activity, we are in the process of moving our offices. Everyone involved on the project team has plenty of work to keep busy and then some irrespective of this project. However, the performance of the team and the attention to detail would indicate they have no lack of focus and are treating our move like we are the most important customer we have (we are not used to this...see "Shoemakers Children").

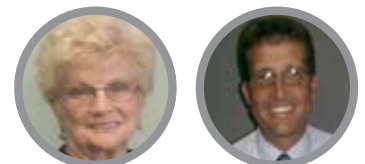


Michael Bern has provided the senior oversight his general contracting experience allows, Gay Bedwell has been an incredible management representative seeing to it the team has the resources they need. Brian Shaw is doing his thing as the furniture PM and has caught numerous things before they are too late to fix. Kyra has been a steady design presence, making sure the look and feel of the space is what was envisioned. But of all the incredible performances on the team, the one that stands out the most to me is that of Nadia El Gammal. Nadia has fulfilled the role of Construction Manager though she had no experience in this area prior to this project. She has handled her role adeptly and enthusiastically. Her grace under pressure, thirst for knowledge, ability to know when to ask for help, call in management, and/or just manage things on her own are a testament to her professionalism and drive. I want Nadia to know the way she handles herself and her responsibilities are an inspiration to all of us. Thank you, Nadia!...and thank you to the rest of the project team.

I would like to additionally recognize the fine job John Yogodzinski did in ensuring when we moved we had phones and internet. Our printers worked, and we were thus able to work functionally and completely on day one in our new home. Many thanks to John for all his ongoing efforts supporting the field!

Conemaugh Health Foundation

We received a letter of thanks from Deborah Price, Fund Development Officer. With our latest in-kind gift, SupplySource will become a "Laureate" donor in the Conemaugh Hospital's Guardian Circle. Over the years, SupplySource, working with Adeline Taranto and Steve Matthews, has worked with manufacturers to give substantial discounts for furniture used throughout the Hospital. This participation will be used to buy recliners that will be used in nine new coronary care rooms, waiting areas, and patient room upgrades.





Trends for Facility Managers and Building Owners for Q1 2010 -

Facilities Planners + Architects, Inc. from Harrisburg, PA, recently surveyed facility managers and building owners to find out what is trending for the first quarter of 2010. A brief summary of the survey results has been included below. The full report is also available at the following link: <http://tinyurl.com/FPAtrends>

Results of Our Quarterly Facilities Trends Survey

What's on the minds of facility managers and building owners in the first quarter of 2010?

FP+A, Inc. conducted its Quarterly Facilities Trends Survey in early February, 2010. This survey indicated:

Key Findings

- More plans to add space than to offload space.
- Increased interest in renovating buildings and constructing new facilities.
- Plans for facilities growth and construction increased in all regions except the South.
- Interest in sustainability initiatives is still strong except for a diminished interest by retail/hospitality facility owners.
- Facilities strategic planning remains on the 2010 agenda for well over half the firms.
- Few plans to hire facilities staff except in manufacturing/distribution facilities.

In general, the strongest responses (likely and very likely actions) are in areas that indicate that the nascent economic recovery has begun to affect facilities plans for 2010. This can be seen in an increase in plans to lease, renovate and build new space as well as fewer corporations planning space reductions. There is no significant change in plans to acquire equipment and major furniture purchases except in retail/hospitality. Not surprisingly, there is also no increase in plans to hire or recall laid off facilities staff, with manufacturing/distribution being the exception.

The survey covered 17 trends grouped between Building Design & Construction and Operations & Maintenance. Questions ranged from plans for expansion and significant furniture acquisitions to plans to outsource janitorial services and hiring or call back personnel. New questions about plans for undertaking building envelope analysis and outsourcing of landscape services were added to the survey this quarter. Responses were received from all areas of the United States as well as several international locations. These covered facilities of multiple sizes and uses from office, to manufacturing, to retail, to government.

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