

WORKPLACE FURNITURE NEEDS ARE ALWAYS CHANGING. **SMARTSPACE™** IS THE FASTER, GREENER, CHEAPER WAY TO MANAGE CHANGE.

Whether you're buying or leasing furniture, what meets your facility's needs today may not be ideal for tomorrow. That's the thinking behind Mayhew's innovative and comprehensive new program.



Here's a situation that's all too familiar to most facility managers: you put a lot of time, effort and money into choosing the right new furniture for your workplace. But sooner rather than later, something changes. Your organization grows or downsizes, or for some reason departments have to be relocated or reconfigured. If you suddenly need more furniture, you may have to wait several weeks for delivery and installation. If you own excess stock, it's possible to sell off complete workstations – but only for a very small fraction of their original value. And in all likelihood, you'll still end up with some 'orphaned' components that no one wants. These pieces either take up space indefinitely on your premises, or end up in a landfill.

Mayhew, a company that has been transforming Canadian workspaces for optimal performance for more than a quarter of a century, recognized a growing demand in the market for a more flexible means of buying, leasing and managing an organization's furniture needs. In response, Mayhew introduced its SmartSpace program in October 2007.

"Over the years, we've designed well over 20 million square feet," says Mayhew Managing Partner Robin Shepherd, "and what we've seen is that although every client has different requirements, it's possible to create a tremendous variety of workstation configurations from a relatively small number of components. We started thinking that if we took the right selection of parts and pieces and offered them in a limited, neutral colour palette, something interesting would happen. Clients could order any parts they needed from that selection. Later on, if they didn't want all or part of what they had ordered, that product would still have value to us; we could buy it back and re-incorporate it into other workstations for other clients.... What it amounts to is that we'll manage a standards program that allows all these different organizations to do what they want. If we do get a big lot of furniture back in, we can let our community of users know and then we can blend used product with new product – and the price would be substantially cheaper to the customer."

For clients who buy or lease furniture under SmartSpace and then find they have excess stock, the program also represents an exceptional opportunity for savings. For three years after purchase, Mayhew guarantees a 50 per cent buy-back value that can

be credited toward its wide range of products and services (listed at www.mayhew.ca). Similarly, within the first three years of a SmartSpace leasing agreement, Mayhew guarantees a residual value of 50 per



cent – way above the industry norm of 10 to 15 per cent. “Instead of people getting nothing back for leftover parts and pieces, we give them half their money back for up to three years,” Mr. Shepherd says. “And after that, if it’s still in good shape, we’re still interested in buying it back – in that case perhaps not at 50 per cent, but still at a higher value than the industry norm.”

Less than a year after its launch, the SmartSpace solution has appealed to a large and diverse client base; the program’s community of users extends from universities to call centres, and from insurance companies to engineering firms. It has been able to penetrate a wide range of markets in part because virtually all of the elements offered are from Steelcase’s Answer system of workstation components. “Answer is a very robust, high-quality system with a tremendous amount of flexibility,” Mr. Shepherd says. Configuration options range from 120° islands with curved worksurfaces to more traditional, cubicle-style workstations; dividers are available in a choice of heights, and in a palette of materials that includes glass, whiteboard surfaces, and airflow-promoting perforated metal. With Answer’s skin-system panel construction, it’s easy to replace just one surface rather than the entire panel if alterations are required. And if customers want to specify a panel skin in a colour or material outside of the SmartSpace palette, they can do so for a small additional cost. Mobile and height-adjustable tables, mobile pedestals and an extensive selection of storage components are also part of the SmartSpace collection, as is Leap, Steelcase’s best-selling and critically acclaimed ergonomic chair. Mayhew, which has four Ontario offices – in Toronto, Burlington, Windsor and Kitchener – buys and inventories SmartSpace components in large volume and is therefore able to offer them at a highly competitive price to clients.

With SmartSpace, facility managers can eliminate inventory costs and count on having deficiencies addressed within 48 hours. They can also have mock-ups assembled on a next-day basis. In addition to all of these sound, business-oriented advantages, they have the satisfaction of knowing that they’re part of an environmentally responsible furniture program. The SmartSpace collection comprises 90 per cent reusable materials, and the program reduces the amount of waste sent to landfills. By combining greater flexibility and lower cost with environmental advantages, SmartSpace makes a lot of sense from every angle.

“The solution provided by Mayhew using their SmartSpace program fit our business needs exactly as planned. The simplicity of the design matches the functionality of the work environment required. The short lead time and ongoing flexibility of reconfiguration make this program an extremely cost-effective solution for us. We are also very pleased with the ergonomics and workspace setup which help to make DHL Express Canada an employer of choice amongst its employees.”

— J. DAVID POWELL, DHL CANADA

“Being in the television media industry, our needs are immediate and not in six weeks time. SmartSpace provides us with choice, availability, and responsiveness. We can select the products we want and get them when we need them. Quality and flexibility are key to our business and the SmartSpace program has been invaluable because it provides for change. We are ever changing and evolving and it is great to have the ability to take advantage of this Mayhew program and make modifications without incurring significant financial impact. SmartSpace is forward-looking, environmentally friendly, and price-sensitive, helping CTV reach our goals quickly and efficiently.”

— DAVE NICHOLSON, CTV

“We are a young and growing organization and collaboration and communication are integral to our business. The Mayhew SmartSpace program fits my open concept vision, seamlessly accommodating my requirements for attractive yet functional workspaces with limited panelling. The price was great and it was installed in a timely fashion, minimizing downtime and allowing me to focus on my daily business. I am also really impressed with this unique system and its attention to the environment. SmartSpace is a common-sense approach to business and we are pleased that Mayhew took the time to understand our business needs and provide an integrated solution.”

— ERIC JOHNSON, ENTRUPHEMA INC.

