



Certified Dealer Network

Case Study: Inter-Market Services

Results

Working together works for multiple locations

When a major international airline decided to standardize on its office furniture and centralize the management of its furniture projects, it picked Office Pavilion Houston to partner with.

A Certified Dealer Network member, OP Houston helped the airline develop workstation standards for its field offices and its corporate headquarters.

Support services

Design, specification, and project management are accomplished through OP Houston, while, outside of Houston, product warehousing, staging, installation, and other on-site support services are handled by a certified dealer at that location.

ServiceNet at work

OP Houston used ServiceNet, a web-based workflow application that lets Certified Dealer Network members manage projects that they are working on with certified dealers outside their trading area.

OP Houston uses ServiceNet to request, negotiate, and/or approve cost quotes and authorize other certified dealers members to perform work. In the project management phase, participating dealers perform the work and use ServiceNet to track the completion of tasks and close the project.

As key dates come up, ServiceNet® automatically generates email notifications and posts project progress to a comprehensive project history database. The customer and the certified dealers involved in the project can check on the status of the project, at any time, via the Web.

Commitment to best practices

Over the years, Certified Dealer Network members have built working relationships while implementing each other's customers' projects. They are committed to excellent service and reinforce that commitment with continuous communication and sharing of best practices.

For more information

Herman Miller's Certified Dealer Network members work together—contributing knowledge, creativity, and design experience—to make places for our customers to achieve and sustain their business goals. Please visit our website at www.hmcn.com.

Creativity. Experience. Solutions.

Herman Miller's Certified Dealer Network.