

STRATFORD SCHOOL'S CAMPUSES ARE IN SESSION

GOLD-STAR, TIMELY SERVICE IN BAY AREA BY GRAEBEL

CASE STUDY

After receiving continuous high-mark results for its multiple private school locations in the San Francisco Bay area, Stratford School had rapid expansion plans for 15 new and current campuses. With only a little time to prepare, extensive delivery and installation assistance was required for the coming school year. After major service failures from its current manufacturing vendor, the school contacted Graebel to provide an extra-credit, full service solution to the school.



Photo courtesy of Stratford School

THE CHALLENGE

To work within a tight schedule based on varying manufacturer delivery dates. This allowed only a two-week timeframe to sort, deliver and install furniture at 15 different school locations around the San Francisco Bay Area. On a moment's notice, handle Move, Add, Change (MAC) requests to replace or move classroom equipment according to the school's quick requirements throughout the academic year.

THE SOLUTION

For the past three years, the school faced consistent failing service from its furniture manufacturer and endless equipment orders were delivered extremely late (8 months late in one case). This put the school in jeopardy of opening new schools and updating classrooms on time. Prior to Graebel, the school's facility team performed each furniture installation, because waiting for the manufacturer was not a reliable option.

The local Bay Area Graebel center in San Jose had the perfect solution and appointed an experienced move manager to lead the Stratford School's moving, storage and installation needs.

In preparation for the school openings, product deliveries were received at the Graebel warehouse and consisted of some or all of the following school items:

- > Bookcases
- > Desks, chairs
- > Filing cabinets
- > White boards
- > Globes
- > Maps
- > Folding tables
- > Picnic tables

All of the items were sorted according to the school's requirements for each of the 15 school locations and then securely stored in the Graebel warehouse.

A few large shipments arrived just days prior to the delivery and installation schedule. For example, in one day, a shipment included two 53' trailers that contained:

- > 2,000+ chairs, four different sizes
- > 350 desks
- > Chair dollies
- > Folding tables

Graebel crews began delivery and installation only two weeks prior to the first day of school, according to this client's request.

(Solution continued and Results on next page)

THE CUSTOMER

Established in 1999, Stratford School is an independent private school serving children in communities throughout the San Francisco Bay Area. Stratford School has future plans for growth in communities throughout California. www.stratfordschools.com

PROJECT SCOPE

To store, deliver, place and install classroom furniture and equipment for 12 elementary and three middle schools in two weeks, adjust desk height as needed, plus daily MAC requests.

PROJECT GOALS

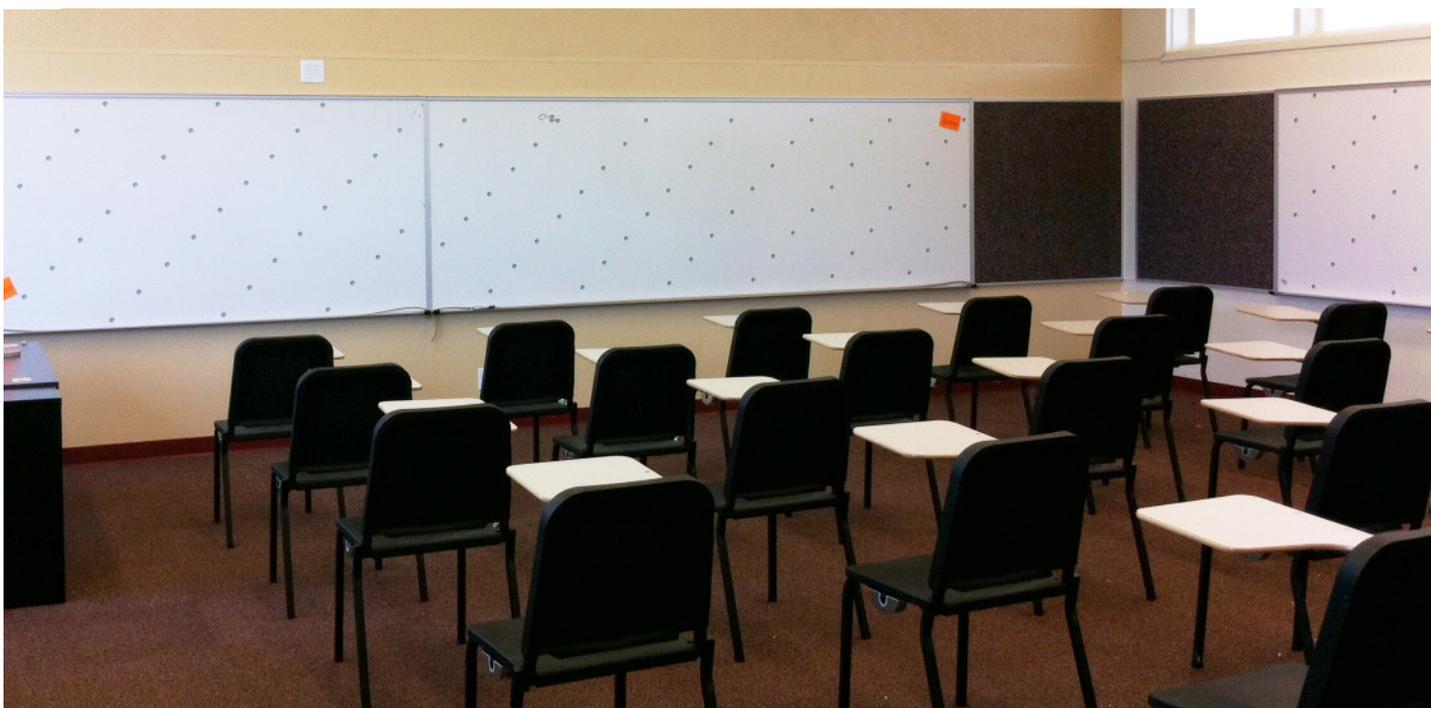
To service the quick-changing needs of the school's academic timeline and before the first day of school amid peak moving season.

WHY GRAEBEL

Graebel committed to providing a reliable full-service solution that offered moving and storage and installation and MAC services. Plus, the experienced and knowledgeable professionals at Graebel were among the top reasons that the Stratford School selected Graebel.

"I wanted you to know how pleased we are with Graebel's wonderful customer service from A-Z! You have done the most amazing job in coordinating Stratford's varied and sometimes crazy schedules and delivery demands. Our campus teams and Facilities Management greatly appreciate the professionalism of installers and delivery people that come to our campuses on a regular basis."

– Patricia Dorsey, Purchasing, Events Administrator Stratford School



Completed Stratford School Middle School Classroom - teacher and student desks assembled, white boards installed

During the initial delivery and installation of items for each school, up to five crews were assigned and included:

- > One supervisor
- > Three movers
- > Four installers

Daily, at multiple schools and classrooms, the Graebel team installed white boards, assembled tables, bookcases, filing cabinets and desks that required adjustment to the appropriate height. Each item was positioned in its specific classroom per the school's pre-determined layout.

Back-ordered items that were delivered late from the manufacturer were also delivered by Graebel upon arrival. Miscellaneous requests with various tasks also took place on a daily basis at each school within the two weeks during the final days of summer break.

THE RESULTS

Top-of-the-class service delivery was provided by Graebel. All 15 locations were prepared on time, before the school bell rang for the academic school year.

Plus, several rush requests for MAC assistance were handled by Graebel in a timely manner.

"Whether we need 12 chairs or 50 desks and chairs, we are treated with respect and kindness and are made to think we are your only client. Thanks for always and every time being respectful, hardworking and accommodating to the needs of Stratford School." *Patricia Dorsey, Purchasing, Events Administrator Stratford School*

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