

Staples Supports FCC Services Relocation



FCC Services recently relocated to a new custom-designed office space, a year-long process supported extensively by Staples' design and project management services. Staples, a Passkey Partner, provided office layout and design services, furniture selection, move-in planning and post-move follow up services, an end-to-end solution that enabled a very smooth and successful move.

"Staples was a very helpful partner in all phases and aspects of planning and implementing our relocation," says Lori Bosanko, FCC Services General Counsel who was tasked with coordinating the relocation project. "They provided us with good options on the design and layout of our space and a very good selection of office furniture from leading manufacturers."

FCC Services worked with an architectural design firm to create the ambiance of the new office space, then worked with Staples to establish the office configurations. After initial consultations, Staples also provided multiple office furniture options to fit in with the established look and feel of the space.

"To support FCC Services' relocation, we conducted an initial needs analysis, learned about their business, their ideal look and their budget," says Joanne Malisani, Furniture Project Manager with Staples. "We then identified what furniture would work for them functionally, aesthetically and financially, and presented them with multiple options to fit their needs...all of which we know are good products that will last."

As the project manager, Joanne also created a project plan, assembled a team to complete the furniture installation, facilitated communication, monitored progress and was on-site supervising the build-out. "For any project of this scope, it's important to create a schedule but also to be flexible enough to change with things like delayed permits or materials," she says. "The FCC Services team was fantastic to work with, remaining calm in the face of these inevitable hiccups and communicating quickly when they wanted something changed so we had time to be responsive."

After coordinating the furniture installation, the Staples team remains available to resolve any issues and adapt to changes requested by FCC Services.

As a national company, Staples can provide its extensive services to all Passkey Members, services that extend even beyond the relocation support they provided to FCC Services to include things like upholstery cleaning, office decommissioning and used furniture reselling, as well as the more well-known categories of office supplies, promotional products and break room supplies.

Lori's advice for those considering engaging Staples for a relocation project: "Engage them early and have some idea of what you want your office to look like, and communicate proactively throughout the process."