



Steelcase Workplace Services

Overview for AT&T

January 2022

Steelcase

About Steelcase

Steelcase began in 1912 as The Metal Office Furniture Company in Grand Rapids, Michigan. From the beginning, we have studied how people work, wherever they work. Our workspaces, services and comprehensive portfolio of products are a direct response to our research and active collaboration with leading organizations. We bring our insights to our customers so that they, too, can achieve a higher level of performance in their workplace and with their employees.

Our brands offer a comprehensive portfolio of products and services for the workplace, inspired by years of insight gained by serving the world's leading organizations. We design for a wide variety of customer needs through our three core brands: Steelcase, Turnstone and Coalesse. Our global family of brands includes Steelcase Health, Steelcase Education, DesignTex, PolyVision, AMQ, Orangebox, and Smith System. Together with our partners, we design spaces to help people work, learn and heal.

Today, Steelcase is a global, industry-leading and publicly traded company with fiscal 2020 revenue of \$3.7 billion. We are globally accessible through a network of channels, including over 800 dealer locations.

110,000+

companies served
in the last 5 years

\$3.7 billion

annual revenue
(fiscal 2020)

1912

company
established

12

manufacturing
locations

800+

dealer partners
around the globe

1,700+

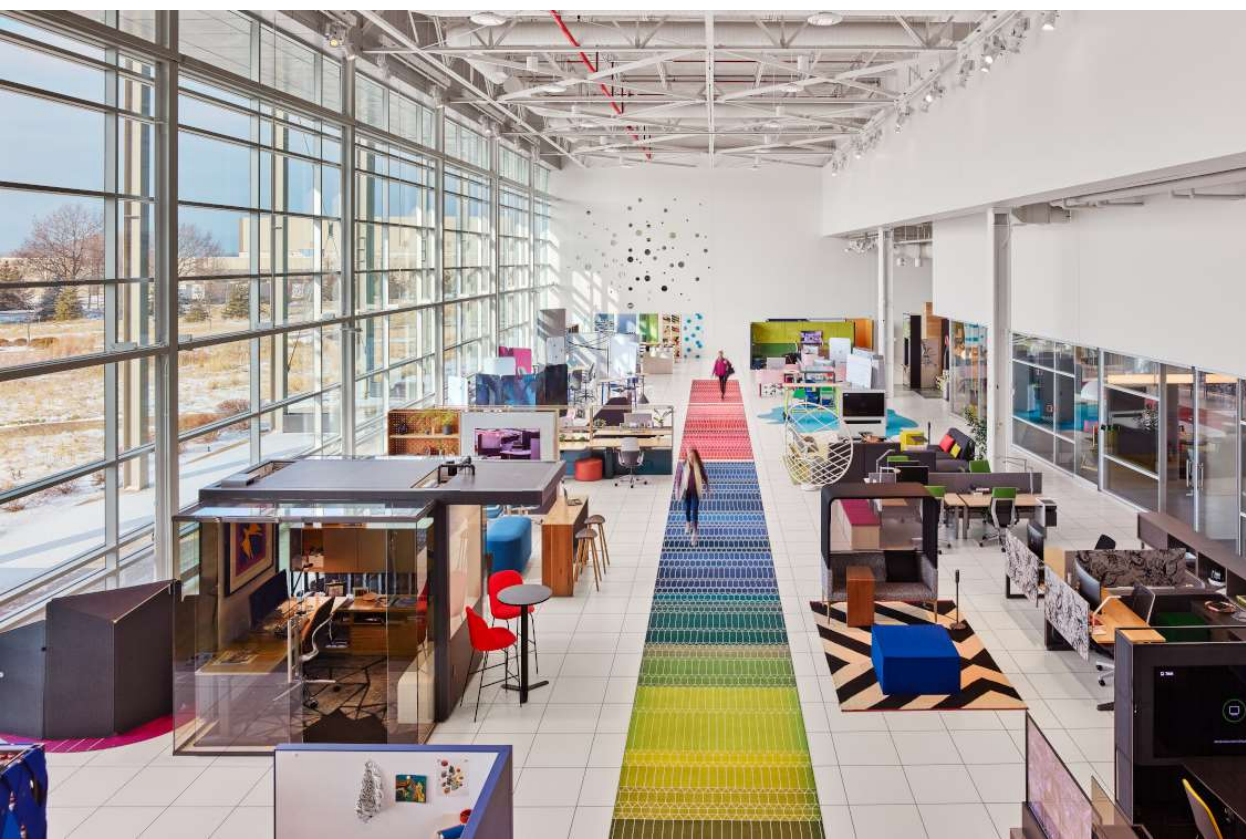
patents worldwide

12,000+

employees
worldwide

no. 1

global market
position



About Steelcase Workplace Services

OUR HISTORY

Founded in 1994 as a furniture services group within Steelcase, Steelcase Workplace Services (SWS) has grown to support leading organizations who purchase products and services under direct contract with Steelcase in North America. Ameritech, now AT&T, was our first contracted client, and we continue to support you today!

WHO WE ARE

Our 30+ staff members are collaborative and resourceful with diverse backgrounds and experiences. With expertise in design, account and project management, field operations and customer service, SWS has the experience to design the right service structure – from concept to completion.

WHERE WE ARE

Our centralized teams bring focus to process management and execution while leveraging the best of Steelcase's scale and local dealer expertise to support you — anywhere in North America.

1994

created in 1994 to support large service clients

950+

work orders received per months in 2019 (on average)

36

People with diverse expertise supporting our largest customers

40,000+

annual day2 orders and invoices processed by SWS team

175+

dealers and local service providers as subcontractors

8

GR based professional call center team members



AT&T Service Offerings

Steelcase Workplace Services provides services at scale, delivering a range of services through a fully integrated system that touches multiple business segments. As a pre-approved ATT vendor, SWS can immediately act upon any request received from ATT. By utilizing the expertise of SWS and our team, you'll benefit from:

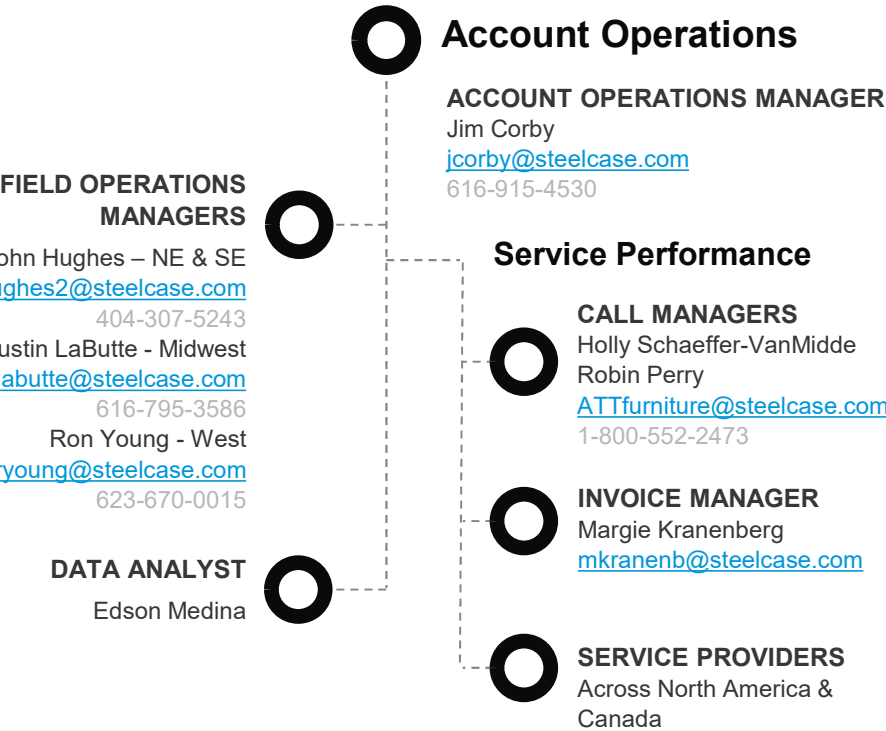
- ✓ Access to life-cycle management expertise to maximize your furniture asset use
- ✓ Standardized processes to achieve repeatable and quality performance
- ✓ Identification potential ATT cost savings and process improvements
- ✓ Savings achieved by outsourcing non-core competencies, reducing overall furniture management costs

Request Type	Definition
Box and Office Equipment Moves	Moving employees and/or office equipment to or from office floors or buildings <ul style="list-style-type: none">• <i>Transporting boxes from original location to final location</i>• <i>Moving boxed files, chairs, and standard office supplies from one site or workstation to another</i>• <i>Moving boxed computer and telecommunications equipment</i>• <i>Disconnecting, unpacking and reconnection of office equipment</i>• <i>Provide protective packing for office equipment</i>
Furniture Adds / Reconfigurations	Adding and/or reconfiguring existing workstations that will change the footprint of a space <ul style="list-style-type: none">• <i>Space design</i>• <i>Planning and scheduling of reconfiguration work with ATT</i> Full execution of reconfigure work with service provider installation teams
Decommissioning	Removal of existing furniture at an ATT location <ul style="list-style-type: none">• <i>Service providers follow ATT's guidelines for disposing of furniture</i>• <i>Walkthrough to determine furniture condition and disposition options</i>• <i>Disposing of products per the accepted plan and broom swept after furniture removal is complete</i>• <i>Advise ATT on best disposal option (liquidate, donate, recycle)</i>



Workplace Services Team

A dedicated team is assigned to ATT to help manage your furniture services program. Team members will work closely with you to ensure we understand your program and are executing projects in compliance with program goals.



ACCOUNT OPERATIONS MANAGER

Responsible for the management of the account strategy and services provided to you.

FIELD OPERATIONS MANAGERS

Responsible for overseeing service provider performance for the ATT account and ensuring service providers are adhering to ATT-specific SLA measures.

DATA ANALYST

Manages data collection and reporting tailored to ATT's needs and performance metrics.

CALL MANAGERS

Manage service request intake and dispatch through tracking system, take calls for service requests via phone, email or via system-to-system connections. Staffed Call Center 7:30 AM – 6:00 PM EST Monday thru Friday.

INVOICE MANAGER

Responsible for the aggregation of Local Service Provider invoices to ATT as well as audit and verify LSP rates and tax rates.

SERVICE PROVIDERS

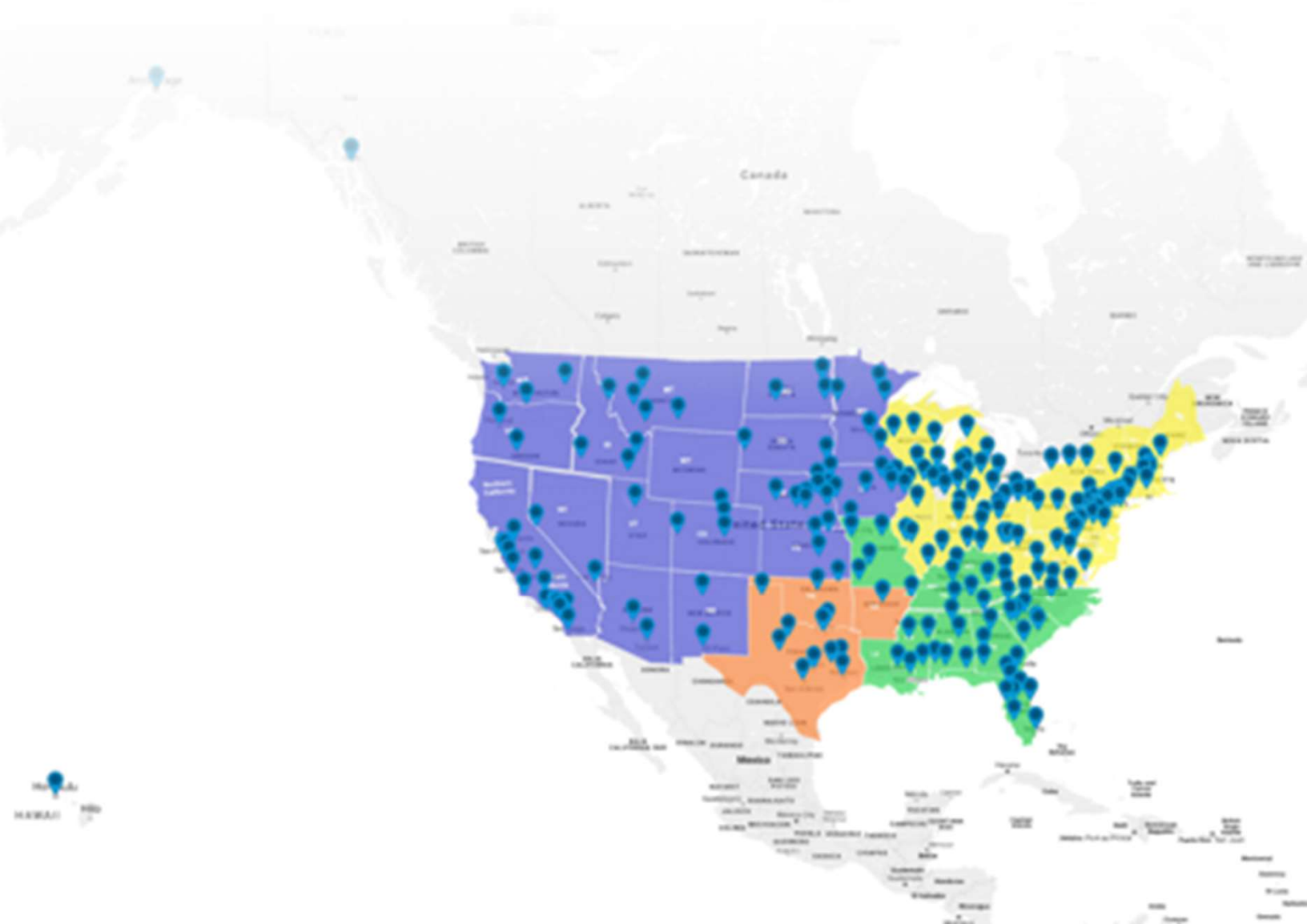
Typically, your local Steelcase dealer who manages the local quoting and performance of your service requests and new product requests.

Your Locations, Our Provider Network

No matter where you are, it's easy to do business with Steelcase Workplace Services. We make our services available through a large and experienced network of service providers within the United States.

Our service providers are committed to building long-term customer relationships, and as experienced business owners, service providers recognize they can only be successful by fully meeting or exceeding their customers' needs. To that end, they are committed to providing our customers exemplary service for all your locations.

With our broad network of service providers, we're able to provide service across all 50 states. We have service providers located in or near to all AT&T's locations within the United States.



Our AT&T Process – Expanding to the all Regions

SWS will work with ATT to determine the requirements of your furniture services program as it relates to servicing, repairing, redeploying, recycling and decommissioning of furniture. Below is a summary of the process we'll follow to better understand your current furniture asset program and identify your desired future state of the program.

1 KICK-OFF + INITIAL PLANNING

Assembly of all client partners responsible for surplus furniture asset management.

Initial meeting with ATT to understand goals and desired outcomes for all categories of life cycle management services

Define roles and responsibilities for ATT and SWS

Establish lines of communication and set clear expectations

Determine phasing and timeline for implementation and transition

2 DISCOVERY

Document current and future process scenarios

Define business objectives and goals

Identify all furniture services requirements for the region and client locations

Define interim and on-going implementation teams and roles and responsibilities of each

Define the expected financial interfaces and invoice requirements

3 SCOPE DEVELOPMENT

Establish scope of work for services provided:

- Decommissions
- Service & repair
- Box & office equipment move
- Furniture reconfigurations

Develop process workflows for each request

Identify system requirements and

Complete workflow documentation and begin implementation planning:

- Communication
- Training
- System links

4 IMPLEMENTATION

Develop workflows in systems

Create system links with coordinated ATT and SWS efforts

Develop communication documents within the system for service request updates

Conduct status meetings with ATT

Train service providers and personnel on process and expectations

Communication documents for ATT use on processes and escalation

Test work flows and process with ATT

5 TRANSITION + COMMENCEMENT

Coordinate transition efforts

Track transition progress and workflow status

Receive, dispatch and manage work orders

Coordinate with ATT, order managers and service providers

Execute

6 ONGOING SUPPORT

Provide ongoing training support on processes

Establish communication schedule (as applicable)

Conduct post-project review to measure ATT user satisfaction with process, product and service

Provide SLA reporting per the agreed upon metrics

Major Project Timeline

This timeline identifies essential steps and activities required to successfully implement the typical service major projects. All projects have their own unique circumstances that need to be contemplated and may affect this sequence of events.



CONSULT + INITIATE: 1-2 Weeks

- Define project scope, requirements and client goals
- Align with all active parties engaged in the project
- Define + delegate responsibilities
- Conduct site assessment and furniture inventory (if applicable)



QUOTE: 2-5 Weeks

- Collect quotes from service providers and perform bidding (if applicable)
- Evaluate quotes and clarify any project variables
- Develop POV on best service provider
- Review pricing with ATT and provide recommendation on service provider if work was bid



AUTHORIZE WORK: 1-2 Weeks

- Receive Oracle purchase order (PO) from ATT
- Review roles and responsibilities with all parties
- Confirm preliminary schedule, building access, permits and security
- Ensure contacts and insurance requirements have been met



EXECUTE PROJECT: Project Dependent

- Day 1: Dispatch service providers, ensure all documents are signed
- Throughout: Provide client with progress updates, provide quality control. Ensure adherence to project schedule and defined scope of work.
- Final Day: Complete any required documents



INVOICE: <2 Weeks

- Collect and consolidates invoices from all service providers
- ATT will be invoiced* following the completion of the project with defined payment terms

**If projects consist of multiple project phases, invoicing will occur upon completion of each defined project phase.*



PROJECT CLOSURE: 2-3 Weeks

- Conduct post-project follow-up with client
- Provide metrics and reporting and traceability certificates (if applicable)

Our Difference

SWS provides a custom centralized services model where SWS manages all aspects of service requests from inception to completion through a group of proven service providers acting as subcontractors to SWS. We deliver at scale by focusing on what's important – communication, process and customer care.

SINGLE POINT OF CONTACT AND ACCOUNTABILITY

which will streamline project execution and help with risk mitigation



For ATT: We have created an email address and 1-800 number specific to ATT where all requests can be initiated, no matter the request type or contacted for a status:

ATTfurniture@steelcase.com

1-800-552-2473

PROVEN PARTNERS

across the United States that are experienced managing furniture end of life projects



For ATT: We have carefully selected the service providers we work with as subcontractors, and we understand our service providers are a direct reflection of the SWS team. Service provider performance is closely monitored by the SWS field operations managers and any performance issues are remedied immediately.

BEST PRACTICES AND LESSONS LEARNED

from other large service customers will be shared with HPE and will help us refine the surplus asset program



For ATT: Since our start in 1994 we've discovered many best practices and learned some hard lessons along the way. We're committed to sharing this information back to our customer. For example, we've learned that re-selling old furniture is not always the best option for a customer as there can be hidden costs and safety concerns. Please see WFH-DECOM for more information on issues that can arise when re-selling furniture.

MANAGING COSTS

with one vendor so administrative time and costs are substantially reduced



For ATT: Having SWS manage your redeployment, recycling and decommissioning projects will mean one vendor managing the progression of your site changes. The SWS account operations manager also manages ATT's product order process and is familiar ATT's invoicing process.

PROPRIETARY ORDER MANAGEMENT SYSTEM

that will enable us to deploy, monitor and manage HPE's requests



For ATT: We have created work order processes that are custom to how you wanted the program to operate. Using our order management system, we can track the milestone dates that are important to ATT and allow us to monitor service provider performance.

REPORTING AND METRICS

with tools to identify continuous improvement for performance, cost savings and system enhancements



For ATT: Reporting tools, such as Power BI, will allow us to create a custom dashboard so ATT can monitor the progress of projects in real-time and proactively address any issues.



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