

Frequently Asked Questions

We would be pleased to speak with you directly about Teammates and its capabilities. But the following text highlights the questions most frequently asked of us (and the answers.) For more information on Teammates or to schedule a meeting with us, please call us at (303) 639-5885.

GENERAL QUESTIONS

1. What does Teammates do?

- Teammates is a privately owned office furniture dealer based in Denver.
- We supply everything from seating and desks to cubicle and movable wall systems.
- We also offer furniture planning, design and installation services.

2. How did Teammates get its start?

- Teammates was founded in 1995 by Mike Berkery and Bob Neuman, two friends with extensive industry experience and a dream of opening their own furniture dealership.
- The company started with a staff of three, and was located in a one-room office on Logan Street in central Denver. The staff of principals, designers, account managers and installers now has grown to more than 20.
- In 2001, the company was featured on the Inc. 500 list of fastest growing private companies in the United States.
- In 2006, Teammates relocated to a new modern facility at Belmar in Lakewood.

3. How did the company get its name?

- We named the company "Teammates" to convey our philosophy of being an advocate for our clients.
- We don't just sell furniture. We're in business to provide service, consulting and customer care long after the initial sale.
- In fact, many of our customers say they consider us part of their team, and that they wouldn't work with anyone else!

4. Who are your main customers?

- Teammates serves companies of all sizes that are looking to relocate, expand, contract or re-design their office environments.
- Teammates has served a wide variety of industries, including automotive, consumer products, energy, insurance, medical products and services, technology companies, and more.

5. How will I know if Teammates is a good fit for my company?

- Our most successful relationships are with firms that value service over cost (although we are very price competitive).
- Culturally, we are experienced yet youthful, honorable, fun and enthusiastic. We know how to get things done well and on time.
- If you need a company that will take the time to match your needs and budget with the right product, plus a “can do” attitude throughout the process, then Teammates would be right for you.

6. How do your costs and fee structures fit into the market?

- Teammates is not the most expensive furniture dealer in the market, nor are we the least expensive.
- However, if you tally the dollar value of ongoing service, consulting and periodic furniture “tune-ups” that Teammates offers, we ultimately cost less than other furniture dealer’s offerings.

7. How can I be sure that Teammates can handle the scope of my project?

- Teammates has the staff, experience and management processes to handle virtually any size project.
- We have handled projects ranging from 5 workstations to more than 500.
- The common denominator of these varied projects is that our clients have walked away from the process thoroughly satisfied and eager to work with Teammates in the future.

8. What has fueled Teammates’ success and phenomenal growth?

- The reasons for our success are as varied as our clients.

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- For starters, our philosophy is to maintain our customers for life, and we offer excellent customer service, both initially and over the long term. As a result, we've built stronger-than-steel loyalty from our customers.
- We also have built one of the best credit histories in the business and this results in superior service and a willingness to go the extra mile from our suppliers.
- We have maintained our goal to only supply products that stand the test of time.
- We have some old-fashioned values. Qualities like honesty and integrity are very important to us.
- Finally, we are locally owned and our company principals remain thoroughly involved in every aspect of running the business – from financial management to customer care, from constant assessment of new product lines as they are introduced to giving back to the community, and more.

Product Questions

1. What kind of products does Teammates sell?

- Teammates is a factory-authorized dealer of more than 200 product lines ranging from seating and desks to the most exciting, new reconfigurable wall systems.
- From those 200+ product lines, we tend to focus on about 20 "core" product lines hand-picked for price, quality and value.
- Plus, we carry Teknion products as our flagship product line, a fast-growing furniture company known for its integration of good design and the ability to accommodate technology.

2. How is Teammates product approach different from other furniture dealers?

- Teammates is locally owned and manufacturer-independent.
- This means we are not owned by any furniture manufacturers, nor do we have exclusivity agreements with any of them.
- This manufacturer-independence allows us to make the objective recommendations that are in the best interests of our customers.

3. With that in mind, why is Teknion your flagship line?

- We chose to work with Teknion because their products offer a great combination of design, function and ability to accommodate today's technology requirements.
- Many of the Teknion product lines have won awards for both design and functionality.
- But again, because we are manufacturer-independent, we are not forced to sell any one line of furniture.

4. The choices within office furniture seem endless. How can Teammates help me choose furniture that creates the right image, supports our employees and accommodates our equipment, all within our budget and time frame?

- Teammates specializes in marrying the right blend of products and services with specific needs. But just how does this occur?
- For starters, we implement our special process of gathering information so we have a thorough understanding of your business, company culture and specific needs. We ask questions that you may not be asked by other dealers.
- Armed with both nuts-and-bolts requirements and also the subtle nuances that define your company, we prepare cost-effective solutions that support immediate and long-term goals.

5. We already have a significant investment in office furniture. Can Teammates help us use our existing furniture, along with new furniture?

- Teammates has a team of designers who can develop space plans that integrate existing furniture with new furniture.
- Developing a strategy for reusing existing furnishings ranges from simple to complex, and depends on budgets and aesthetic goals.
- Our design team always works to balance the key variables: the savings derived from furniture re-use, the overall budget and the appearance needs of your office.
- For example, it might make sense to reconfigure the older furniture into an area where customers do not visit, and place the new furniture where it can provide the best image boost possible.



Project Management, Logistics and Moving Questions

1. Can Teammates work with our contractor and other project subcontractors to assure that construction coordinates with furniture installation?

- As our name implies, we literally become part of your team.
- That means we'll actively participate in construction meetings and appropriately handle issues that require interaction with other vendors.
- Typically, our work overlaps with architects, construction trades and electrical contractors, as well as voice and data cabling vendors.
- Furniture installation is contingent upon timely completion of construction, carpeting and electrical work. So we consider it critical to work closely with all vendors -- on an ongoing basis -- to make sure schedules are maintained and furniture can be installed on time and with minimal disruption to your company.

2. How am I going to do my regular job and still coordinate our move? Can Teammates help me develop an action plan?

- Virtually all of the Teammates staff has years of experience in the furniture business, and we have helped coordinate more than 1,000 moves over the years.
- Between our experienced staff, who have literally seen all the "deal-breakers" that can impede a company's move, and Teammates solid project management processes, we can help you minimize the pain of uprooting your company.
- To help our customers avoid the typical pitfalls of a company move, Teammates has compiled some handy tips and checklists for moving, based on our years of experience.

(Please access the "Knowledge Center" on the Teammates Web site for a tip-oriented moving booklet and checklists.)

3. Last time we purchased furniture, it took weeks longer than our dealer told us and caused disruption and cost overruns. How can Teammates manage this process better?

- Communicating realistic time frames is critical.
- In most cases, commercial furniture is built to order. Manufacturers must process paperwork, secure raw materials, manufacture, pack and ship goods. These activities determine what is known as the "lead time."

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- As furniture procurement professionals, we have developed procedures and techniques designed to manage this process and to communicate realistic schedules, rather than make promises we cannot keep.
- To better manage the process, we provide:
 - Furniture order status reports
 - Enhanced order expediting capabilities
 - Active project management
 - Realistic estimating of project milestones
 - Factory-direct computer links
 - Product "quick ship" programs as needed

Customer Service and Other Services Questions

1. What kind of ongoing customer service do you provide?

- As part of our commitment to you, we provide Teamcare: a special service designed to maximize your furniture investment.
- Through Teamcare, we provide periodic site visits to "tune up" your furnishings. This could include wood and metal touch up, fabric cleaning, modular panel realignment and more.
- Teamcare is available at no additional charge to you. It's part of our commitment to help maximize your furniture investment for the long term.

2. Can Teammates provide rental furniture?

- Yes, Teammates rents furniture to companies to accommodate short-term needs, while arrival of new furniture is pending.
- Whether you need modular workstations, desks and chairs, files, conference or reception furniture, Teammates has cost-effective solutions.
- Our terms are flexible, and range from three months to as long as necessary.
- We also provide the same professional design and layout services as we would for the sale of new furnishings.

3. Our business has grown, and we need to change the size and location of some departments. Can Teammates help us develop a new layout? Can Teammates help us with developing an inventory of existing furniture?

- Teammates design professionals welcome the challenges presented by corporate moves, adds or changes.
- This reconfiguration work requires an extra measure of expertise because it involves verifying existing inventory against a new layout and coordinating with a precise, field-measured space plan.
- Through this process, Teammates' design staff creates a precise, computer-generated layout of your office, which then serves as the template for all ongoing reconfiguration services.

4. What if we have too much furniture but anticipate using it in the future? Can Teammates help us store the furniture we don't need right now?

- Yes, indeed. Teammates has its own warehouse and a sophisticated bar code/product tracking system that is used to track our own deliveries and shipments, as well as furniture we store for our customers.
- We can store your extra furniture at competitive rates and have it ready to be used very quickly, if your furniture needs expand.

5. Our furniture is working fine but it looks a little shabby and dated. Can Teammates refurbish our existing furniture and extend its useful life for a few more years?

- Yes, Teammates often helps companies give their existing furniture a fresh new look.
- Upgrades might include replacing or cleaning fabric or hardware, repairing or replacing broken parts, and more.
- The Teammates refurbishing process involves reviewing the condition of your furniture and budget, and then developing recommendations for your review.
- Refurbishing can be done on-site or off-site, depending on the scope and nature of the refurbishment or the need for minimal disruption in the office environment.



Financing Questions

1. What kind of financing options are available through Teammates?

- In addition to direct purchase, Teammates offers a variety of financing alternatives.
- Specifically, Teammates has partnered DLL Financial Services, the ninth largest commercial equipment finance institution in the world. DLL is one of only two U.S. finance companies with an AAA rating.
- In addition to furniture, many other types of equipment such as computers and phones can also be leased through the program. Even design fees and other “soft costs” can be written into a lease.
- Several of our leading furniture manufacturers also offer competitive leasing programs.

(For some quick tips that will help your company determine if it is best to buy or lease equipment, please access the “Knowledge Center” on the Teammates Web site.)